

# Lim Jianyi

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- Passionate about inspiring others through effective people management, as well as driving innovation in technology and system design.
- Experienced in managing multiple projects, covering all phases including planning, software development, and testing.
- Over 11 years of experience in solution architecture, code review, and ensuring software quality.
- Actively involved in strategic planning, performance improvement initiatives, and decision-making in collaboration with stakeholders.
- Proficient in both Scrum and Waterfall methodologies, with hands-on experience managing full project life cycles from design and implementation to integration.
- Strong focus on people development, including mentoring team members in technical skill enhancement and career growth.
- Excellent communication skills and a proven track record of collaboration with clients and partners.
- Experienced systems architect skilled in requirement gathering, analysis, and end-to-end architectural and interface design across various domains and industries.
- Designed and implemented a fully automated CI/CD pipeline for seamless and reliable software deployment.

## Appspace (M) Sdn Bhd (April 2022– Present)

*Appspace from the US, it is a workplace experience platform it provides features like digital signage, space reservation, a personalized intranet, and an employee app, all designed to improve the workplace experience*

### **Software Engineering Manager (April 2022 - April 2023)**

#### **Senior software engineering manager (April 2023 - Present)**

- Align and communicate with stakeholders about software development strategies and delivery.
- Lead a diverse team of over 11 members, including developers, team leads, and managers. Responsible for project and resource planning, project tracking and risk management.
- Built the escalation team starting from 0 to 1 Tech Lead, 5 Senior Developers (including 2 outsource developers in Latin America), and 2 Junior Developers, leading the full hiring cycle including interviews, onboarding, mentoring, and career development as well as performance review. Mentored and groomed engineers to become cross-functional contributors capable of resolving complex production issues across multiple business domains.

- Increased issue resolution efficiency, with the new Escalation Team now handling 80% of all production escalation tickets, significantly reducing load on feature teams and transitioning production support responsibilities away from feature teams to improve focus and efficiency.
- Primary technical contact during high-impact production incidents, taking ownership of critical issues and leading technical resolution efforts. For example, faced directly with enterprise customers such as Deloitte, Disney, and DPDHL, ensuring clear, timely communication and maintaining customer confidence under pressure. Coordinated cross-functional teams to diagnose root causes, implement fixes, and drive post-incident reviews, significantly improving incident response effectiveness.
- Led the Escalation Team in proactive monitoring and performance tuning of both modern microservices in Google Cloud Platform using Kubernetes and legacy .NET Framework applications hosted in Windows instances. Resolved critical performance and memory issues, including a long-standing memory leak that caused a service to consume up to 120GB before crashing, and a legacy system deadlock that led to thread starvation and leaks. In addition, we also worked on improving MongoDB performance by implementing optimal indexing strategies and rewriting inefficient queries.
- Established a global 24/7 on-call support system to meet the growing needs of customers across multiple time zones and regions. Designed and implemented on-call rotations, shift schedules, and holiday coverage, ensuring continuous support coverage from engineering teams in LATAM and Malaysia. Standardized incident response procedures and cross-team communication protocols to improve coordination and reduce time to resolution during critical production issues. Implemented PagerDuty for automated alerting, escalation workflows, and visibility across time zones, enabling fast, reliable response during outages and high-impact incidents.
- Led a cross-functional team in developing space reservation features, including constraint rules and multi-resource event booking with Outlook and Google Calendar integrations. Delivered key product capabilities such as rules-based reservation logic and calendar sync, supporting complex enterprise use cases. Worked across a modern tech stack: .NET 8, Node.js, MongoDB, RabbitMQ for messaging, and Redis for distributed caching. Ensured high system scalability and responsiveness by leveraging asynchronous communication and optimized data access patterns.
- Led the migration of a legacy Windows-based file system to Google Cloud Object Storage, aiming to eliminate dependency on Windows licenses, reduce costs, and enhance system stability. Strategized and executed a different phases migration plan, ensuring minimal downtime and seamless transition of large volumes of data to a cloud-native, scalable solution. Implemented proactive monitoring and regression detection to catch and resolve issues early during migration and post-deployment.

## Nettium Sdn Bhd (Jun 2020 – 2022)

### Team lead

- Led a team of 12 developers responsible for both production support and the modernization of a legacy .NET Framework system to .NET Core using modern architectural principles. Adopted Domain-Driven Design (DDD), replaced inline SQL with Entity Framework, and introduced unit testing using XUnit to improve maintainability and test coverage. Improved system performance and scalability by optimizing database queries, introducing asynchronous programming patterns, and implementing distributed tracing for performance and error monitoring. Planned and contributed to the full software lifecycle, including architectural design, deployment strategy, and post-deployment monitoring. Prepared for cloud-native adoption by designing systems for future deployment to Kubernetes on Alibaba Cloud (Alicloud).

- Led a team of 3 developers to build a Communication Microservice, responsible for sending, queuing, and sanitizing message content across multiple channels. Developed an admin portal using Blazor, allowing users to configure communication providers and view system metrics. Designed and deployed the solution to Kubernetes on Alicloud, ensuring scalability and reliability in a production environment. Utilized RabbitMQ for messaging, Entity Framework with MySQL, and OData protocol for frontend-backend communication. By integrating the OData client in the backend, allowing LINQ-based querying directly from Blazor components instead of writing HTTP API calls.
- Oversaw team growth and performance management, including hiring new team members and conducting performance reviews for both in-house and outsourced developers across multiple countries. Managed cross-border talent, ensuring alignment on expectations, goals, and development plans to maintain high engineering standards and team cohesion. Contributed to building a high-performing, globally distributed team through structured feedback, mentoring, and career development initiatives.

### Dassault Systèmes (April 2016 – 2020)

#### Technical lead/Principal software consultant (Quintiq Specialist L4)

- Supervise deployments and provide troubleshooting and user support.
- Conduct research to evaluate systems design and process efficiency.
- Lead a group of 3-4 members.
- Work closely with product teams to define and prioritize partner feature requests.
- Install, integrate, and deploy products in client environments.
- Work with customers or prospective customers to develop integrated solutions and lead detailed architectural dialogues to facilitate delivery of comprehensive solutions.
- Manage project scope, schedule, status, and documentation.
- One of the lead contributors on Delmia Quintiq's largest project—a railway timetable solution for Italy. Collaborated directly with customers and partners on-site in Italy, conducting business analysis and leading solution design efforts. Played a key role in optimizing timetables and routing strategies to enhance operational efficiency and meet complex scheduling requirements.
- Worked on multiple international projects across Asia-Pacific, Europe, and America. Involved in multiple industries such as logistic, railway and workforce/resource planning.

### OpenSys (M) Berhad (April 2013- April 2016)

#### Systems Engineer (April 2013 - Jan 2015)

#### Senior Systems Engineer (Jan 2015 - April 2016)

- Build, test and deploy scalable, highly available and modular software products.
- Onsite support and meetings with customers.
- Lead a small group of around 3 people.
- Trained and managed a team of developers and discussed issues to provide resolution and apply best practices.
- Worked closely with clients to establish problem specifications and system designs.
- Debugging and enhancing software on quality and performance.

