

# Darryl Ng

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## EDUCATION

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### Nanyang Technological University (NTU)

Bachelor of Engineering in Computer Science (Distinction)

Singapore

Aug. 2020 – May 2024

### University of Edinburgh (UoE)

Semester Exchange (Spring), School of Informatics

Edinburgh, Scotland

Jan. 2023 – May 2023

## EXPERIENCE

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### Shopee

Software Engineer, Backend

Singapore

Aug. 2024 – Present

- Engineered management workflows to streamline the return experience for sellers, impacting **millions of daily active sellers** on Shopee
- Redesigned a rule based decision workflow to provide a more readable reference for developers and product managers, enabling **faster proof of feasibility** as well as **improving speed of implementation** by **20%**
- Overhauled the existing implementation of return pages on Shopee's Seller App, **reducing potential latency** of return list load time by **40%** while providing seamless transition in experience between App and Web for sellers
- Designed and built a reusable backend service for secure migrated-endpoint response comparison, leveraging log processing and event streaming with a plugin-based architecture for future migrations, cutting implementation time by **50%**
- Tech Stack: Golang, SQL, Kafka, Protobuf**

### Grab

Full-stack Engineer Intern

Singapore

Aug. 2022 – Dec. 2022

- Worked alongside the Grab Support Tech Family team to improve on the current Customer Relationship Management platform that connects Grab's support agents and customers
- Restructured query resolvers and refined front-end components to improve user experience, reducing average case handling time of customer support agents by **30%**
- Engineered a live-chat handler to mitigate allocation of erroneous chat-rooms to agents, increasing agent efficiency by **13%**
- Tech Stack: Golang, Ruby on Rails, React, GraphQL, Redis**

### Doctor Anywhere

Software Engineer Intern

Singapore

May 2022 – July 2022

- Built internal API calls for the management of orders on the e-commerce platform
- Strengthened CI/CD reliability by integrating automated tests and downtime alerting, reducing issues by **40%**
- Conceptualised a reference application to help new hires familiarise themselves with Doctor Anywhere's backend framework together with internal and external API calls
- Tech Stack: Java Springboot, React, Selenium (Python), MySQL**

## PROJECTS

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### Holy Grail ([grail.moe](https://grail.moe)) | Python, FastAPI, TypeScript, React, PostgreSQL, Docker

- Full-stack web application** developed to upload, store, and read resources such as school notes and practice papers in PDF format for students studying in Singapore
- Designed and developed the client-facing user interface based on UAT feedback to maximise user experience
- Utilised Celery task runner to handle user registration asynchronously
- Holy Grail is currently serving over **2,000 students nationwide** and **averages 15,000 requests per day**

### Klee | Python, FastAPI, PostgreSQL, Redis

- Large-scale Discord bot** that displays information from a popular RPG game, Genshin Impact, serving **over 40,000 servers, 3,000,000 users** and around **10 million requests a day** on average at its peak.
- Leveraged **caching, workers, and load balancers** to distribute request loads

## TECHNICAL SKILLS

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**Languages:** Python, Golang, Java, JavaScript, Ruby, C, SQL, HTML/CSS

**Frameworks:** FastAPI, Flask, Node.js, Springboot, Ruby-on-Rails, React, JUnit

**Developer Tools:** Git, Docker, Cursor, Claude Code, GitHub, GitLab, Bitbucket, Postman, Swagger