

## SOLUTIONS ENGINEER / FORWARD DEPLOYED ENGINEER

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Solutions Engineer / Forward Deployed Engineer with 6+ years of experience delivering enterprise software, integrations, automation, reporting, and data-heavy workflows for global clients. Combines customer-facing discovery with hands-on JavaScript, Java/Spring, SQL, REST API, ERP/SAP integration, technical troubleshooting, training, solution architecture, and product-minded feature delivery to turn ambiguous requirements into production-ready systems.

### TECHNICAL SKILLS

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- Languages** : JavaScript, TypeScript, SQL, Python, Java  
**Frontend/Product** : React, React Router, Vite, Tailwind CSS, shadcn/ui  
**Backend/API** : Java/Spring, Node.js, REST APIs, PostgreSQL, SQL Server, Prisma, SAP/ERP integrations, AWS  
**Testing & Tooling** : Git, GitHub Actions, Linux, Docker, Playwright, Vitest, pnpm, OpenAPI/Swagger, Vercel AI SDK, Codex  
**Practices** : customer pain-point discovery, pre-sales demos, solution architecture, API design, vertical slice architecture, integration design, workflow design, feature delivery

### EXPERIENCE

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- Software Implementation Engineer** 2021–Present  
*UL Solutions* *Remote / UK*
- Delivered 10+ complex enterprise implementations for global clients, including business-critical projects, owning requirements discovery, solution architecture, specification writing, configuration, custom development, and go-live delivery.
  - Led customer-facing technical discussions from pre-sales demos through implementation and go-live, translating ambiguous business requirements into solution architecture, customisation strategy, integration design, and feature definition and delivery.
  - Developed production backend code in Java/Spring and SQL, delivering bug fixes, feature customisations, stored procedures, and PDF/RTF/Excel reporting solutions.
  - Built and maintained SAP/ERP integrations using Java interface logic, REST API workflows, data validation, SQL/database logic, and customer-specific business rules.
  - Designed a multi-level BOM automation workflow in JavaScript that reduced setup time from ~1 hour to ~2 minutes, was adopted as a standard implementation pattern, used in sales demos, and shaped feature direction and product roadmap decisions.
  - Defined reusable solution patterns in JavaScript, reporting, data setup, and workflow design, improving delivery consistency, expanding what the implementation team could deliver, and turning repeated customer needs into implementation-ready patterns.
  - Created customer-facing video tutorials and documentation that reduced initial implementation time by 60% and improved onboarding consistency.
- Technical Support Analyst** 2019–2021  
*UL Solutions (formerly Cimteq)* *Remote / UK*
- Resolved high-complexity production issues across application logic, configuration, databases, reporting, and integrations, handling 96% more tickets than the team average.
  - Built Python tools to automate report and XML investigation workflows, reducing repetitive debugging work for consultants and developers.
  - Authored the team's highest volume of technical Confluence knowledge-base pages, supporting recurring application, reporting, and integration issues.
  - Improved internationalisation and reporting workflows using Regex, Java reporting tools, and repeatable investigation patterns.

### EDUCATION

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- MSc Computer Science, University of Warwick — Distinction** 2018–2019  
*Modules: High-performance computing, Data analysis, Sensor networks, Natural language processing.*  
*Built Python auction bidding bots, with one scoring 7.2/7.5 and outperforming almost all 60+ submissions.*
- University of Electronic Science and Technology of China** 2011–2018  
*MSc Electronics & Communication Engineering; BEng Communication Engineering, GPA 3.7 / 4.0*

### PROJECTS & ADDITIONAL

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- Personal full-stack AI product: built with React, TypeScript, PostgreSQL/Prisma, Vercel AI SDK, authentication, Playwright, Vitest, Codex-assisted development workflows, and deployment tooling.
- 2022: Wikimedia Hackathon contributor — Project [Quarry](#). Contributed to UI and backend improvements using Python, Flask, and Docker.
- 2016–2017: Teaching assistant, undergraduate TCP/IP course.
- Languages: English, Mandarin.