Millet Cheong

| 6 Years Experience | Self-driven | Observant | Problem Solver

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Education

2015.08 - 2019.07

Xi'an Technological University
Bachelor of Software Engineering

Languages

Chinese (Mandarin): Native
English: Proficient C2
Japanese: Conversational

Skills Snapshot

- Languages: Python, Bash, Java
- Cloud Platforms: AWS, Azure, Alibaba Cloud
- IaC & DevOps: Terraform, Helm, GitHub Actions, GitLab CI/CD
- Containers & Orchestration: Docker, Kubernetes
- Monitoring & Logs: Prometheus, Grafana, Splunk, Mosaic
- Tools: Jira, Confluence, GitHub, Kibana, Electron
- Soft Skills: Critical Thinking, Documentation, Cross-Team Collaboration, Incident Ownership

Key Achievements

- Prevented a number of major production outages by detecting and escalating the ignored alerts
- Designed SLI/SLOs for a high-impact Apple Pay service, setting a global example adopted by other teams.
- Authored 20+ knowledge base documents now used globally for onboarding and on-call reference.
- Implemented 500+ logging and alerting improvements from an SRE lens, reducing false positives and improving MTTA.
- Led a seamless partner network architecture change with controlled customer impact.

Work Experience

2022.09 - present   Quest
SRE(Apple Pay)

- Maintain and deploy services in production/testing via CI/CD pipelines using GitHub, Terraform, and Helm.
- Own on-call responsibilities in the APAC region, triaging incidents using Prometheus, Splunk, and internal tools.
- Led numerous incidents investigations, avoiding potential downtime and streamlining alert handling thereafter.
- Being single point of contact within APAC on a major service for cross-team escalations.
- Designed SLIs and implemented SLO monitoring with Mosaic and Splunk for critical systems.
- Authored high-quality internal documentation adopted across the global team.
- Independently drove over 500 alert and log enhancements in coordination with developers, product, and security teams.

2022.06 - 2022.09   Anchnet
Maintenance Engineer/ Service Program Manager

- Delivered fast-response support to enterprise clients on Azure infrastructure.
- Diagnosed and repaired Azure VM/RDP issues by attaching disks to healthy VMs and reconfiguring environments.
- Built communication bridges between internal teams and clients for smoother issue resolution.

2021.06 - 2022.05   Agora
Customer Success Engineer

- Investigated platform-specific API bugs using Swift, Java, JavaScript and worked directly with dev teams and clients.
- Use Grafana & Kibana for monitoring and troubleshooting in performance and errors.
- Iterate the existing process to improve the efficiency by creating runbooks and perfecting clients' profiles.
- Empower the teammates' technological and soft skills by building up Knowledge Base and also organizing language learning groups.

2019.07 - 2021.06   Wicresoft
English Technical Support Engineer(Microsoft Azure)

- Work as an Azure IAAS technical support engineer with customers to troubleshoot the VM/Storage issues through remote sessions such as VM connection(SSH/RDP) and VM performance(CPU/Memory/Disk IOPS & Throughput) issues.
- Escalate the product enhancements and urgent break/fix issues to different corresponding teams in time.
- Update and create internal Wiki for onboarding the new members within the team.