Charles Dai

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Skills Highlights

Project Management:

- Managed various software release and project management activities including planning, scheduling, resource allocation and cost/benefit analysis
- Coordinated project activities between different development, integration and QA teams to ensure product quality and on time schedule
- Led and piloted various process improvement, including transitioning waterfall to Agile methodology with Test Driven Development (TDD) and Continuous Integration
- Led Change Control Board (CCB) and various change management activities
- **Certified Agile Scrum Master**, and with 15+ years of scrum experience
- Acted as feature owners and release owners for various projects
- Managed and negotiated with external vendors
- Took part in standard industrial processes: ISO9000, TL9000, and SEI Level 5

People/ Organization:

- 15+ years of management experience with direct teams of 25+ people
- Grew a start-up team of 3 into 25+ in 1.5 years
- Managed multiple overseas teams (in Budapest, Sofia, India, China and US)
- Recruited new employees, built and fostered new and existing teams
- Conducted performance appraisals, goal settings, mentoring and training
- Promoted and disciplined staffs through HR process, including firing and layoffs
- Setup complete development/QA processes from scratch for new organization
- Designed and modified departmental and organizational structure

Technical:

- 25+ years of technical experience on both UNIX and Microsoft based systems
- **Operating Systems:** UNIX/Linux, Mac OS X, iOS, and MS-Windows
- **Network and security:** excellent understanding of Ethernet (TCP/IP, SNMP, DNS, DHCP) and security protocols
- **Cloud/Virtualization technologies:** VMware, Xenserver, Oracle Virtual Box, Hyper-V, Azure and AWS (scripting level)
- **Programming Languages/Stacks/Frameworks/technologies:**
  - C/C++, Java, Javascript (jQuery), Object C (iOS & Cocoa Class), python, Powershell, Bash, PERL, PHP, XML, HTML/CSS, JSON (RESTful), MySQL/MariaDB, and MongoDB
  - LAMP, WordPress, node.js, express.js, and MVC
  - Jenkins, JIRA, Bamboo & other Atlassian s/w, Subversion, GIT, Apache, MySQL, Ansible, Puppet, Dockers, Packer, Terraform, most Office type of software, ChatGPT and general AI apps., Jupiter notebook

Work Experience

Senior Software Development Manager, Incognito, Burnaby Oct 2019 – Sept 2024

- Manage 3 teams (2 product teams with dev and QA and a Cross Portfolio team with UX/UI, Process, Documentation, and Build) in a total of 20+ staffs and 3 managers
- Provide technical, architectural and process guidance to the dev teams
- Manage 1 scrum team and being the scrum master
- Manage cross functional tasks for senior executives
- Completed company wide data migration project from Google to Azure on time

Software Development Manager, Rise People, Vancouver April 2019 – Sept 2019

- Manage Dev, DevOps and QA Teams, and take ownership of Rise software products
- Maintain Continues Delivery pipeline leveraging products like Jenkins, AWS ECS, Dockers, and Terraform, and day to day DevOps tasks
- Manage varies new features and projects
- Provide technical and architectural guidance to the dev team

System Development Engineer II, Amazon AWS, Vancouver June 2013 – April 2019

- (formally known as TSO Logic as Dev/Ops Manager)
- Implemented and maintained Continuous Delivery in an Agile .Net C# environment
- Leveraged tools such as JIRA, Bamboo, Confluence, Ansible, and Terraform
- Maintained Office IT and a virtualized test environment consisting of VMware and Xenservers on perm, and Azure and AWS on the cloud
- Supported dev. team and customer deployment and initiated various dev/ops process improvements

Development Director, Electronics Arts Canada, Burnaby Sept 2011 – Jan 2012

- Managed cross-functional teams of software engineers, QA tester, and overseas contract engineers working on EA's Origin online client platform software
- Analyzed telemetry data from beta build and proactively fix about 50% of potential bugs before release
- Resolved problems with software bugs caused by cloud-based user data race condition issues

VP of Technology, Lasso Data Systems Inc., Richmond Aug 2008 – Apr 2009

- Managed all technology-related matters, including Development, QA and Network Services teams
- Oversaw day-to-day operations of Lasso SaaS website
- Improved product release schedules from 6 down to 1 month by converting to Agile SCRUM development

- Initiated virtualization of servers to reduce cost by about $2000 per month in rack space from 3 to 1 rack

Senior Director, Software Development, GMI, N. Vancouver   Jun 2005 – May 2008

- Managed software development group (50+ staff) consisting of 2 overseas teams (25+ staff) and local team (25+ staff) of LAMP based developers, sys. architect and database architect
- Grew the Vancouver development team from 3 to 25+ staff in 3 years.
- Converted Waterfall process to Agile SCRUM development process in 6 months, and emphasized on TDD (test Driven Development), Selenium and embedded QA in the development teams
- Piloted and implemented various process improvement projects such as JIRA tracking system, Confluence, Fisheye and Crucible development documentation system, and turnkey deployment system to aid development effort
- Solved daily performance issues due to large data and 1 million+ subscribers base, and/or network issues, with IT and development staff
- Implemented monitoring and alert system to provide 99.99% up- time
- Analysed user data in database for possible fraud and fraud prevention

Product Sustaining Engineer, Kabira Technologies Inc., Richmond   Dec 2003 - May 2005

- Performed coding, debugging, building, and testing on the Kabira Infrastructure switch product, mainly focusing on the protocol adapters (eg: HTTP and SMPP)

Manager, Product and System Integration, Motorola, Richmond   Mar 2000 – Feb 2003

- Managed and built new Product & System Integration Team (exceeding company's "On-time with Quality" philosophy)
- Delivered software releases 15% earlier with 10% less problem reports by automating close to 70% of integration test cases
- Acted as features owner for various Motorola's GPRS Infrastructure features.
- Responsible for project planning, scheduling, and coordinating
- Sponsored ClearCase/Quest project and participated in SEI L5 and TL9000 audit
- Took over the management of the Build & Release, Test Bed, and Feature Test Teams, before the site closure

Team Lead, Unix Services, ISM-BC, Vancouver   Dec 1998 – Mar 2000
- (jointly owned by Telus and IBM)
- Managed staff, provided technical guidance to Sun/DEC teams and hands-on administration/support for Telus clients (largest data center in Western Canada)
- Implemented the largest multi-million dollars Enterprise Systems

- Deployed and managed Sun Ultra Enterprise 10000, AMDOCS billing software and fail over provisioning across multiple countries

Senior System Analyst, Vancouver Int'l Airport Authority, Vancouver   Mar 1998 – Dec 1998
- Managed various airport systems (Flight Info Display, Security and Baggage).
- Supervised airport operation enhancements (Terminal Mgmt System and Noise Monitoring System).
- Responsible for day-to-day operation and project management activities.

Computer Sys. Specialist, NCS, B.C. Hydro, Vancouver   May 1994 – Mar 1998
- Managed various corporate client systems and technical lead for various computer system pilot projects, including BC Hydro's first web server

System Administrator, Glenayre Electronics Inc., Vancouver   Sept 1991 – May 1994
- Managed a heterogeneous LAN of 150+ PCs and Sun UNIX workstations
- (transfer to development team) Designed and implemented software features for the GL3000 paging terminal.

Education

B.Sc. Computer Science (Graduated)   **University of British Columbia, Vancouver**

Electrical Engineering (3rd yr level)   **University of British Columbia, Vancouver**

Recent Courses

- Generative AI with Large Language Models (Coursera)
- ChatGPT Complete Guide: Learn Midjourney, ChatGPT 4 & More (Udemy)
- LangChain Chat with Your Data (DeepLearning.AI)

Others

Languages: Fluent in both English and Chinese

Other: Private Pilot License (inactive), PADI open water diver certificate, Class 5 Driver License and Class 6 Motorcycle License