

STEVE NGAI

Senior Full-Stack .NET Developer

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PROFESSIONAL SUMMARY

Full-Stack .NET Software Engineer with over 5+ years of experience building enterprise applications using C#, .NET, and Azure. Proven track record of delivering mission-critical solutions across banking, media, and digital services. Passionate about driving engineering excellence through innovation, process improvement, and cloud technologies. Led enterprise AI proof-of-concepts and modernization initiatives.

TECHNICAL CORE COMPETENCIES

Languages & Frameworks:	C# (.NET 10 / .NET 8 / .NET Framework 4.8), ASP.NET Core, Web API, Entity Framework Core, Razor Pages, Python, JavaScript, TypeScript, Vue.js, Blazor
Cloud & DevOps:	Azure (App Services, Container Apps, Functions, Key Vault, Service Bus, AKS), GitHub Actions, Azure DevOps CI/CD, Docker, Kubernetes, Terraform, SonarQube
Generative AI & Data Science:	RAG Pipelines, Azure OpenAI, Azure AI Search, Azure Document Intelligence, Video Indexer, Vector DBs (ChromaDB, Pinecone), MLflow, Azure ML, Python (Pandas, LangChain)
Databases & Messaging:	SQL Server, PostgreSQL, MySQL, Redis, MongoDB, Elasticsearch, Azure Service Bus, Hangfire, RabbitMQ
Architecture & Security:	Clean Architecture, Microservices, RESTful APIs, IDOR Remediation, Secure Masking Policies, SOLID, DRY, Design Patterns (Factory, Strategy, Repository)

PROFESSIONAL EXPERIENCE

Senior Microsoft .NET Developer / Software Engineer

Arvato Systems Malaysia (MNC) | Nov 2023 – Present

Arvato Systems provides global enterprise IT solutions for digital transformation across media, retail, and healthcare. Responsible for full lifecycle development, cloud application architecture, CI/CD pipeline modernization, and driving AI integration.

Key Enterprise Accomplishments & Solutions Delivered:

- Multimodal AI Archival Platform (2026):** Architected a proof-of-concept AI archival intelligence platform implementing RAG architecture with Azure AI Search, Azure OpenAI, Whisper, Document Intelligence, OCR, and Video Indexer to enrich, index, and classify multimodal enterprise content.
- MLOps & Storage Forecasting System (2025):** Developed a forecasting system utilizing archive metadata to predict storage savings. Built MLOps workflows with MLflow for local tracking/versioning and Azure ML Studio for production retraining, monitoring, and Streamlit dashboard analytics.
- 50% CI/CD Optimization & Pipeline Migration:** Migrated 10+ end-to-end CI/CD workflows from Azure DevOps to GitHub Actions across .NET Core, ReactJS, Azure Web Apps, and Functions, reducing overall

pipeline execution time by 50%. Built a custom Environment Comparison Dashboard to automate variable exports across projects.

- **Enterprise Application Security Refactoring:** Centralized authorization logic into a unified security service, remediating critical IDOR vulnerabilities. Implemented automated secure data-masking policies (PII/GUIDs) in logger configurations to achieve strict privacy compliance without compromising debugging.
- **DevOps Intelligence Hub (2026):** Built a self-hosted dashboard integrating GitHub REST APIs for real-time CI/CD visibility, workflow health monitoring, branch propagation drift analysis, and automated stale branch cleanup.
- **AI Champion & Leadership:** Appointed as Business Unit AI Champion; organized weekly GitHub Copilot adoption sessions for 16 engineers and led a 10-month initiative developing an AI-powered employee onboarding platform.

Software Engineer / Application Developer

Affin Hwang Investment Bank

- **Core Application Engineering:** Designed, developed, and maintained core C#.NET application modules for investment banking and trading operational systems.
- **Database & SQL Optimization:** Executed database schema optimizations and written efficient SQL Server queries, stored procedures, and data access layers.
- **System Security & Compliance:** Collaborated with cross-functional technical teams to deliver secure, highly compliant, and performant financial software solutions.

Software Engineer & Technical Instructor

Eduvo Sdn Bhd

- **Full-Stack Software Development:** Architected full-stack enterprise web applications using Microsoft .NET Framework, C#, and SQL Server for commercial clients.
- **Technical Curriculum & Training:** Mentored and trained student software engineers in Object-Oriented Programming (OOP), C#, database design, and software engineering best practices.
- **Mentorship & Leadership:** Led hands-on coding workshops and supervised capstone development projects.

Quality Control (QC) Manager

GHL Systems Berhad

- **Payment Systems Quality Oversight:** Oversaw Quality Assurance and Control operations for payment transaction systems and point-of-sale (POS) terminal software.
- **QA Workflows & Automation:** Established quality assurance workflows, test automation frameworks, and deployment readiness criteria to ensure zero-downtime releases.
- **Support & Incident Management:** Managed Level 2/3 technical support and production incident management across regional banking customer integrations.

CAREER BACKGROUND & EXPERIENCE SUMMARY

With 17+ total years of technical experience across multi-national IT environments, the career breakdown encompasses:

- **Software Design & Engineering:** 5+ Years — Hands-on architecture, full-stack C#.NET, Web API, Entity Framework, and Azure deployment.
- **Application Support (Level 2 & Level 3):** 5 Years — Deep operational expertise maintaining mission-critical banking systems (including eSPICK for Bank Negara Malaysia) and high-availability enterprise services.
- **Software Engineering Instructor:** 5 Years — Mentoring and training emerging software engineers in modern development methodologies and OOP principles.
- **Technical Management & Leadership:** 2 Years — Technical leadership, quality management, and cross-functional Agile project oversight.

SELECTED INNOVATION & PROOF-OF-CONCEPT (POC) PROJECTS

- **Azure MLOps Pipeline (2025):** Built an Azure ML and MLflow pipeline automating data prep, model training, tracking, and compute orchestration for automated model retraining.
- **Configurable Python RAG Pipeline (2025):** Developed a dynamic RAG pipeline using Sentence Transformers, ChromaDB, and LM Studio API (Zephyr / Llama 3.2) featuring configurable text chunking and similarity search.
- **Document Intelligence Assistants (2025):** Built Pinecone and BART Transformer-based AI assistants in Python/Streamlit enabling context-strict natural language QA and intelligent PDF summarization.
- **Cloud Native .NET Aspire Deployment (2024):** Provisioned 15 Container Apps in 11 minutes on Azure via Azure Developer CLI (azd) using .NET Aspire.
- **Asynchronous Event Messaging (2024):** Engineered an enterprise messaging architecture using Azure Functions, Azure Service Bus, and Hangfire for resilient asynchronous job scheduling.
- **Microservices & Kubernetes Orchestration:** Configured eShopOnContainers with Azure Kubernetes Service (AKS), Docker Desktop, Helm, and Azure Active Directory integration.

EDUCATION & CERTIFICATIONS

- **B.Sc. (Hons) in Computing:** Staffordshire University, UK | First Class / High Honors
- **Udacity AI Product Manager Nanodegree (2026):** Hands-on focus on PRD generation, product roadmap prioritization, RAG architectures, and responsible AI system design.
- **Key Honors & Recognition:** Appointed BU AI Champion (Arvato Systems, 2026) | Performance Excellence Review (2024)

DOMAIN KNOWLEDGE

- Commercial & Investment Banking, Central Banking Systems (eSPICK), Payment Gateways, Media & Broadcasting Technology, Property & Manufacturing Operations.