

Lee Guan Feng

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WORK EXPERIENCE

ProcoLink (proco.link) 05/2024 – Present
Founding Member & Technical Lead Singapore

- Successfully acquired by Computer Guys in a \$10,000 deal.
- Spearheaded the design and implementation of AIRES, an advanced AI-driven IT helpdesk support system.
- Developed AI solutions that significantly reduced the need for human agents, showcasing measurable success.
- Proudly designed a robust system architecture, ensuring scalability and performance.

Orcus Consulting (orcusconsulting.com) 11/2023 – Present
Co Founder & Vice President Singapore

- Managed \$10,000+ projects, ensuring high-quality and comprehensive solutions.
- Engaged with food importing businesses to understand their needs and provide tailored technical solutions.
- Utilized Scrum methodology to keep the team and clients updated.
- Transformed a client's operations by automating order entry, significantly reducing manual labor and errors.
- Proud of the commitment to client projects, consistently achieving high client satisfaction and trust.

Prime Minister Office - Strategy Group (strategygroup.gov.sg) 03/2023 – 08/2023
Digital Business Analyst Singapore

- Conducted compliance audits for Smart IoTs in office environments, ensuring adherence to over 50 policies and guidelines.
- Researched and evaluated facial recognition gantry solutions, focusing on standards such as ISO/IEC 19794-5:2005 and presenting findings to senior management.
- Collaborated closely with a senior project manager to navigate complex policy guidelines, enhancing understanding and implementation within the Strategy Group.
- Ensured the Prime Minister's Office - Strategy Group operates in a secure environment with dependable Smart IoT solutions.

EDUCATION

Nanyang Polytechnic (nyp.edu.sg) 05/2021 - 04/2024
Diploma in Cybersecurity & Digital Forensics Singapore

PROJECT EXPERIENCE

AIRES - AI IT Helpdesk System (aires-docs.rtfid.io) 05/2024 – Present
Lead Developer

- Automated Inquiry Resolution and Escalation System (AIRES)
- Developed AIRES to address high call volumes at IT help desks by automating responses using AI.

Eevan - E-Commerce Web App (eevan.jaydenfoods.com.sg) 11/2023 – Present
Backend Developer

- Developed and implemented Eevan, an online ordering system using NextJS and hosted on Railway.
- Integrated Eevan with Business Central API to automate order creation directly from the system.