

JORDAN LEE JIA HERN

Full-Stack Software Engineer

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PROFESSIONAL SUMMARY

Full-Stack Software Engineer with 3.5+ years of delivery experience across enterprise SaaS, GovTech, and PropTech platforms. Builds end-to-end solutions across Web UI, C#/.NET, ASP.NET, SQL/Azure SQL, REST/API integrations, reporting, and background processing. Translates operational needs into development-ready changes; delivered 10+ major enhancements valued at SGD 100K-150K with 30-40% workflow efficiency improvement and zero critical deployment downtime. Applies Copilot, Claude, and Codex to grounded engineering and validated delivery.

CORE SKILLS AND CAPABILITIES

- **Engineering and integration:** C#, .NET, ASP.NET, Full-Stack Development, REST APIs, Service Integration, SQL, Azure SQL, Web UI, Background Processing
- **Product and system delivery:** Requirements Clarification, Solution Design, Technical Feasibility, Data Modelling, Workflow Design, UAT, Release Planning, Production Support
- **Data and quality:** Reporting, Power BI, Data Integration, Data Reconciliation, Root-Cause Analysis, SonarQube, Code Review
- **Ways of working and domain:** Agile/Scrum, SDLC, GitLab, Confluence, Figma, B2B Enterprise SaaS, GovTech, PropTech, Commercial Leasing, Financial Transactions, E-filing
- **AI coding agents:** OpenAI Codex, GitHub Copilot, Claude, Agent Instructions, Prompt Design, Code Review

PROFESSIONAL EXPERIENCE

MRI Software; Singapore | Full-Stack Software Engineer | Dec 2022 - Present

Deliver full-stack engineering and technical-consulting support for the HDB integrated Estate Management System Tenancy Management System, an enterprise PropTech platform supporting commercial property, leasing, workflow, and financial operations.

- Translated business requirements, system logic, data models, and delivery risks into development-ready requirements while aligning root-cause decisions between business consultants and developers.
- Delivered 10+ major C#, ASP.NET, and Azure SQL enhancements valued at SGD 100K-150K within four-month release cycles.
- Improved stakeholder-facing and operational workflow processing efficiency by 30-40% through full-stack enhancements and SQL-backed analysis.
- Supported production releases with zero critical deployment downtime while coordinating UAT readiness, code review, and release dependencies.

EDUCATION, CERTIFICATIONS, AND LANGUAGES

- **Education:** Bachelor of Computing; The University of Melbourne; Melbourne, Australia; Jun 2018 - Jul 2022
- **Certification:** Certified Scrum Master (CSM); Scrum Alliance
- **Languages:** English (Fluent); Chinese/Mandarin (Native); Malay (Professional)

ROLE HIGHLIGHTS

- **End-to-end engineering:** Connect user-facing workflows, service logic, SQL data, reporting, and external integrations into enterprise solutions.
- **Integration and release quality:** Deliver API, Outlook/e-filing, Power BI, and scheduled-interface changes; trace issues through review, UAT, and release workflows.

SELECTED SOLUTION DELIVERY PROJECTS

MRI examples reflect shared-team delivery; Codex web work was independent.

AI-assisted engineering delivery | MRI Software and independent projects

- At MRI, configured Copilot instructions and agent-mode prompts for legacy .NET work; distilled a seven-stage lease-conversion workflow into a Markdown specification and tuned prompts for token efficiency.
- Built a Claude/Python command to classify GitLab MHTML exports for weekly CR/non-CR reporting; mapped API, SFTP, and auto-matching flows in interactive HTML/SVG.
- On independent work, directed Codex-assisted React/TypeScript portfolio changes, reviewing UI and accessibility and validating tests, lint, typecheck, dependency audit, and GitHub Actions deployment.
- Scoped Codex-assisted CSS and gallery fixes for a bilingual property website, comparing desktop/mobile screenshots and interaction tests before publication.

Scheduled active-tenancy interface

- Built a scheduled monthly active-tenancy interface that automated data retrieval and export through background-service processing.
- Connected interface data to recurring reporting workflows and release coordination for operational users.
- Aligned interface settings and background-service behavior for scheduled file export and downstream processing.

Tenancy-conversion workflow and sample UI

- Delivered a workflow and sample UI enhancement for tenancy conversion, connecting C#/.NET, SQL, Web UI, APIs, and background processing through shared-team delivery and validation.
- Expanded the related user flows, reporting, and scheduled-processing paths to support tenancy-conversion scenarios.
- Connected enterprise asset-management cost-centre mapping to tenancy workflows and API interactions.

Outlook and e-filing integration

- Stabilized Outlook and e-filing service integration supporting tenancy-document workflows, progressing authored changes through GitLab review and testing.
- Resolved follow-up issues spanning document templates and e-filing API integration through subsequent delivery stages.
- Supported document-workflow follow-ups covering API responses, document retrieval, and e-filing configuration.

Financial history and charge calculations

- Reworked financial-history presentation to separate principal, GST, and balance information across tenancy and licence contracts, with authored changes advanced through shared delivery stages.
- Consolidated and corrected prorated rental and tax calculations into reusable service logic for complex lease and licence scenarios.
- Made customer contact details configurable across invoices, statements, notices, and related reporting templates.

Collection posting and receivables controls

- Corrected collection-posting logic for terminated and active customer accounts, tracing transaction state through API flows and background jobs and progressing the change into acceptance testing.
- Enhanced cash-charge reversal and zero-balance receivables processing with cross-module search, mass invoice, and credit-note handling.
- Resolved duplicate-record and visibility issues in non-cash security-deposit guarantee workflows through targeted data corrections.
- Reconciled application and account behavior with business stakeholders before validation and shared delivery.