

Cody Chia

Chia Zhen Hon | Full-Stack Software Engineer

AI voice products · Applied AI · AI-assisted development

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PROFESSIONAL SUMMARY

Software engineer building AI voice and customer engagement products at AI Rudder. Combines Vue and TypeScript frontend development with APIs, Go services, real-time communication, and production diagnosis. Brings more than three years of engineering experience in Japan across OCR automation, AWS video systems, and Bayesian optimization. Uses coding agents for investigation, implementation, review, and testing, with hands-on verification of system behaviour.

TECHNICAL SKILLS

Frontend Vue, Nuxt, TypeScript, JavaScript

Backend and cloud Python, Django, Go services, APIs, AWS Lambda, S3, Step Functions, CloudFront, EFS

Applied AI Tesseract, PaddleOCR, OCR model training, Bayesian optimization, Optuna, PHYSBO

Engineering delivery AI coding agents, Git, code review, debugging, regression testing, UAT, documentation

PROFESSIONAL EXPERIENCE

AI Rudder | Frontend Engineer

Dec 2025 - Present | Kuala Lumpur, Malaysia

- Build agent workspaces and calling interfaces for AI-powered contact centre software using Vue and TypeScript, helping customer service agents manage calls and work with AI assistance.
- Investigate phone connectivity, agent availability, and human-AI collaboration across frontend interfaces, APIs, Go services, and real-time communication.
- Validate calling and agent workflows through targeted regression checks and user acceptance testing; write product guides and troubleshooting documentation.
- Use AI coding agents for codebase investigation, planning, implementation, testing, diff review, and documentation; verify results against actual system behaviour.

Mebius | Lead Software Engineer (Contract)

Oct 2023 - Aug 2025 | Niigata, Japan

- Led the migration from Nuxt 2 to Nuxt 3 and developed Vue interfaces for a materials informatics application.
- Implemented Bayesian optimization with Optuna and PHYSBO and translated academic research into stopping criteria for optimization runs.
- Investigated backend memory and CPU usage and applied targeted performance improvements, including uWSGI configuration.

Creunies | Lead Software Engineer

Apr 2022 - Aug 2025 | Niigata, Japan

- Developed an automated document OCR system from proof of concept to production using Python, Tesseract, and PaddleOCR; improved text detection accuracy by approximately 25% through model training and optimization.
- Integrated OCR pipelines for purchase order processing, reducing manual workload by 50%.
- Built AWS video workflows using Lambda, S3, Step Functions, CloudFront, and EFS, including face blurring, licence plate masking, video playback, and near-real-time streaming.
- Implemented NFC-based student check-in and check-out; collaborated on feature integration, testing, debugging, and system documentation.

B2BE GSS | Software Engineer

Jun 2021 - Mar 2022 | Malaysia

- Improved Ephesoft document-processing performance by approximately 30% through targeted debugging, configuration optimization, and custom feature development.
- Extended platform functionality through module integration and worked across teams on testing, stable updates, and support documentation.

JAPAN EXPERIENCE AND LANGUAGES

More than three years working with engineering teams in Niigata, Japan, across frontend development, applied AI, and cloud systems. Comfortable communicating in Japanese and collaborating across cultures.

Languages: English, Malay, Chinese, and Japanese.

EDUCATION

University Malaysia Pahang

Bachelor of Computer Science (Software Engineering) with Honours | 2017 - 2020

Diploma in Computer Science | 2014 - 2017

CERTIFICATION

AWS Certified Solutions Architect - Associate

LEADERSHIP

Vice President | Malaysian Students' Global Alliance (MSGA)

- Led an international conference with 300 participants and collaborated with KPMG and RHB on leadership programmes.

University activities

Student representative; contributed to a university career fair with 40 booths and 3,000 participants.