

Chai No

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<https://www.nophr.com>

Summary

A Certified ScrumMaster® (CSM®) with a proven ability to lead and optimize software development lifecycles from conception to maintenance. I bring a dynamic blend of agile expertise, exceptional leadership, and a natural aptitude for problem-solving and analytical thinking. My passion lies in crafting applications that deliver tangible value and elevate user experiences within fast-paced, evolving environments.

Technical Skills

- Python
- .NET/C#/React.js
- Terraform/Docker/Kubernetes
- Azure/AWS
- SQL Server/Databricks

Professional Skills

- Certified ScrumMaster®
- Technical Leadership
- Project Management
- Solution Architecture
- Business Analysis

Experience

Technical Lead - Shell Energy Trading Australia

Shell Australia, Brisbane City, Queensland

March 2024 – Current

- Spearheaded a development team in creating the DWGM Bidding Tool, significantly enhancing trading capabilities.
- Implemented and maintained Kubernetes, streamlining development workflows and improving deployment efficiency.
- Led critical discussions on technology architectures, aligning solutions with strategic business objectives.
- Managed agile development teams, ensuring timely delivery and continuous improvement.
- Architected robust solutions for integrating battery/power station SCADA systems.
- Evaluated and integrated cutting-edge technologies to bolster security and optimize performance.
- Cultivated strong stakeholder relationships, consistently delivering projects on schedule.

Technology Stack: Python/Databricks/.Net/React/SQL Server/Docker/Kubernetes/Azure

Industry: Energy Trading

Trading Support Analyst - Shell Energy Trading Australia

Shell Australia, Brisbane City, Queensland

September 2021 – March 2024

- Conducted in-depth business shortcoming and gap analyses, identifying key areas for improvement.
- Oversaw the entire software development lifecycle, from initial business analysis to successful implementation.
- Provided critical trading systems support to electricity and gas traders, ensuring operational continuity.
- Served as the primary contact for traders, fostering strong and productive relationships.
- Developed and deployed innovative trading solutions that significantly improved trader workflows.
- Managed Database Administration (MSSQL and PostgreSQL) and ETRM Administration (Openlink Endur).
- Acted as a vital knowledge resource for all trading data, including NEM, WEM, and Gas.
- Contributed to the development and maintenance of robust DR & BC procedures for trading operations.
- Collaborated effectively with cross-functional teams and stakeholders.

Technology Stack: .Net/React/Python/SQL Server/Docker/Kubernetes/Azure

Industry: Energy Trading

IT Analyst – Trading & Risk Systems

InterGen, Brisbane City, Queensland

June 2019 – September 2021

- Collaborated with diverse stakeholders to deliver tailored business solutions meeting precise requirements.

- Managed Database Administration (MSSQL and Oracle) and ETRM Administration (Openlink Endur).
- Maintained existing SQL Server Analysis Services and demonstrated expertise in multidimensional and tabular models.
- Provided comprehensive support for all trading systems and served as a knowledge expert for trading and risk data.
- Assisted in the development and maintenance of DR & BC procedures and practices for trading.
- Actively participated in systems analysis, design, and the specification, evaluation, and selection of products and services.
- Contributed to the creation and revision of technical standards and departmental policies.
- Proposed and recommended impactful solutions to enhance functionality, efficiency, and effectiveness of systems.
- Reported on critical problems, developments, and issues related to trading and IT systems in Australia.

Technology Stack: .Net/SQL Server/Docker/Azure

Industry: Energy Trading

Full Stack Developer

CANSTAR, Brisbane City, Queensland

April 2018 – June 2019

- Responsible for designing solid architectural foundations for features, justifying alternatives, and securing peer and CTO approval.
- Developed high-performance code with a keen awareness of technical debt.
- Proactively identified and resolved problems, ensuring smooth project progression.
- Conducted thorough code reviews and continuously sought innovative methods for improvement.
- Embraced agile methodology, consistently meeting project deadlines.
- Contributed to application documentation and performed rigorous quality assurance.
- Utilized a diverse technology stack to deliver products precisely according to requirements.
- Liaised effectively with team members and stakeholders from various cultural backgrounds.

Technology Stack: Angular/Node.js/Python/PostgreSQL/Docker/AWS

Industry: Financial Services

Education

IT Professional Career Development

Navitas Professional – Career & Internship, Brisbane

January 2018 – December 2018

Bachelor of Information Technology

University of Queensland, Brisbane

February 2014 – December 2017

Majoring in Enterprise Information Systems

Achievements

- Winner of 3 GovHack State Awards (2017)
 - Best Transport Solution for South East Queensland
 - Know your Clean, Green and Sustainable footprint
 - Most innovative idea to ease congestion around schools
- Participant of Chrysalis Young Leaders Conference (2015)
- 1st Place Recipient of Chrysalis Global Youth Challenge (2014)

Certifications

CKAD: Certified Kubernetes Application Developer

Issued June 2025 by The Linux Foundation

Certified ScrumMaster® (CSM®)

Issued May 2022 by Scrum Alliance

Microsoft Certified: Azure Data Fundamentals

Issued December 2021 by Microsoft

References

Available upon request.