

Ying Shuen Jocelyn, Choo

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Solutions Engineer with hands-on experience in Linux/Unix administration, virtualization, and enterprise patch automation, currently building and operating a self-hosted DevOps homelab (Proxmox VE, GitLab, Jenkins, Prometheus/Grafana). Seeking a DevOps Engineer role.

WORK EXPERIENCE

Expert Systems Limited

Solutions Engineer

Jun. 2024 - Present

Hong Kong

- Manage **on-prem infrastructure** and set up **virtualization** platforms for internal and client environments
- Work onsite at a major bank as a **Windows and Unix Engineer**, coordinating and deploying **security patches** across servers using TrueSight Automation
- Support system hardening, monitor patch compliance, and assist in incident remediation and change windows
- **Stack:** Unix/Linux, TrueSight Automation, VMware, Hyper-V, Windows Server, Sangfor HCI VDI

Best Buy

Computer Solution Advisor

Aug. 2023 - Apr. 2024

Vancouver, CA

- Delivered personalized technical support at a Fortune 500 consumer-electronics retailer, collaborating with Geek Squad on tech services
- **Awarded Star of the Month (Nov. 2023)** for exceptional personalized service

Sing Yeah Store

Freelance Developer

Jun. 2022 - Nov. 2022

Remote

- Built and managed an online store; configured payment and cloud platforms (Yedpay, AWS) and implemented customer data security measures

Study With Me Limited

Software Engineer Intern

Jun. 2021 - Oct. 2021

Hong Kong

- Assisted in design and deployment of AWS cloud components; automated Zoom sessions with Selenium; deployed via Bitbucket; improved site performance with Redis caching

PROJECTS

Self-Hosted DevOps Homelab

2025 - Present

- Self-host and administer a full DevOps toolchain — **GitLab, Jenkins, Prometheus, Grafana, nginx** — alongside a Jellyfin media server, published securely through **Cloudflare** with TLS and access controls
- Implemented **monitoring and alerting** with Prometheus exporters and Grafana dashboards for host and service health
- Designing and migrating to a **3-node Proxmox VE cluster** on a 2.5GbE network, separating family-facing services from a CI/CD sandbox, with network-attached storage and backups
- **Stack:** Proxmox VE, Linux, Docker, GitLab, Jenkins, Prometheus, Grafana, nginx, Cloudflare

Feature Extraction in Malware (Final Year Project)

Jun. 2021 - May 2022

- Performed dynamic analysis in Ubuntu to extract malicious/benign API features for machine-learning training
- Implemented Python ML experiments comparing six algorithms; **XGBoost** achieved the best overall accuracy

EDUCATION

The Hong Kong Polytechnic University

BSc, Internet and Multimedia Technologies — Second Class Honors, Division 1

Nov. 2022

Hong Kong

Shoreline Community College

Associate of Arts, Computer Science

Jun. 2015

Seattle, WA

CERTIFICATIONS & SKILLS

- **Certifications:** Microsoft 365 Certified: Teams Administrator Associate; Microsoft 365 Fundamentals
- **Virtualization & Infrastructure:** Proxmox VE, VMware, Hyper-V, Sangfor HCI, Docker, Windows Server, Linux/Unix
- **CI/CD & Automation:** Jenkins, GitLab, Bitbucket, TrueSight Automation, Selenium, Git
- **Monitoring & Web:** Prometheus, Grafana, nginx, Cloudflare, Redis, AWS
- **Scripting:** Python, Bash, PowerShell
- **Interests:** DIY home improvement, car camping & backpacking, home gym