

# Hansen Ngai

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## Experience

**Senior Cloud Engineer**, BMO Financial Group – Toronto, ON Mar 2024 – Present

- Designed a multi-account governance framework with AWS Control Tower, reducing administrative overhead and ensuring compliance across 150+ AWS accounts, and giving directors clear visibility into cloud adoption progress
- Delivered \$200K annual cost savings by building a serverless automation to identify and clean up inactive Cloud9 IDE environments, and regularly presented outcomes to leadership to demonstrate ROI on cloud optimization initiatives
- Built a real-time infrastructure monitoring system that cut incident responses time to under 5 minutes, enabling support team to restore customer-facing services faster and reduce potential revenue impact
- Automated removal of inactive IAM roles to prevent deployment failures, minimizing project delays and maintaining service reliability
- Acted as a bridge between engineering teams and senior management, providing updates to directors and cross-functional stakeholders to ensure business priorities were met and risks were communicated early

**Cloud Engineer**, BMO Financial Group – Toronto, ON Aug 2021 – Mar 2024

- Streamlined resource activity logging by integrating logs with ServiceNow using Lambda, improving inventory visibility
- Designed cloud infrastructure modules via using Python, TypeScript, and AWS CDK, leading to a reduction in deployment errors
- Enhanced cloud platform security by developing internal Security Hub automated remediation solutions, utilizing YAML-based SSM documents
- Led agile team practices, including managing Jira tickets, writing Confluence documentation, and facilitating team standups and sprint retrospectives

**Software Developer Intern**, BMO Financial Group – Toronto, ON Sept 2018 – Sept 2019

- Upgraded stock market platform functionality by developing and integrating features using REST APIs
- Eliminated over 30 hours of manual work per month by automating reports using UNIX bash shell scripts

**Jr Developer Intern**, Buckland Customs Brokers – London, ON May 2017 – Sept 2017

- Improved report loading page on the global trade web platform, which is utilized by more than 80 major automakers, by employing Microsoft SQL Server, JavaScript, and C# to update more than 20TB of entry data

## Certifications

**AWS Certified Solutions Architect - Associate**

**Microsoft Certified: Azure Fundamentals**

## Skills

**Languages:** Python, Typescript, YAML, SQL, JSON, Bash/Shell

**Technologies:** AWS CloudFormation/CDK, Git

**Cloud:** Lambda, SNS, SQS, DynamoDB, S3, KMS, VPC, Config, CloudWatch

## Education

**McMaster University** – Hamilton, ON, Canada

Bachelor of Engineering in Computer Engineering

2021