

Russell Kong Yen Teng

russellkong616@gmail.com | <https://linkedin.com/in/russell616> | <https://russellkong.vercel.app>

Solutions-oriented engineer with a foundation in full-stack development and enterprise consulting, specialising in making complex systems accessible to customers and partners. Built and documented a charting SDK that reduced client integration time to under 50 lines of code; deployed AI and data solutions at Accenture and EY for telco and banking clients. Fluent in bridging the gap between technical depth and customer outcomes across pre-sales, implementation, and post-launch.

EXPERIENCE

Trontal Group

Malaysia

Customer Solutions Engineer

Jan 2026 - Present

- **Built core subsystems of an enterprise charting SDK** including three-tier indicator architecture, schema-driven dialogs, real-time WebSocket data routing, and reconnection handling enabling client integration in **under 50 lines of code**.
- **Authored 90+ pages of client-facing documentation and 57 internal architecture docs while managing stakeholders** with automated verification scripts to prevent drift, ensuring onboarding customers always had accurate, up-to-date integration guidance.
- **Conducted competitive audits of rival charting solutions** to inform product positioning and equip the sales team with differentiation talking points.
- **Engineered real-time data systems**, streaming heatmaps with reservoir sampling, concurrent lazy-load with abort signals, cache-aligned fetching, and context-change strategies behind a typed API with cryptographic licensing and white-label theming.

Full Stack Engineer

May 2025 - Jan 2026

- **Increased Sign up rates by 250%** through designing and developing a revamp of the UI and login/sign up pages of the website kiyotaka.ai.
- **Designed and implemented a decoupled architecture** using worker nodes to handle high-throughput data fetching, reducing application resource consumption by **50%** and improving system scalability.
- **Architected secure and scalable API layers** to expose real-time market metrics, ensuring high availability for the landing page dashboard.
- **Established product analytics tracking (MAU, NPS, DAU/MAU, session duration)** to surface user behaviour insights, contributing to a **10% month-on-month increase** in product stickiness among new users.

Accenture

Malaysia

Management Consulting Analyst

July 2024 - May 2025

- **Assessed** a telco client's current-state marketing technology architecture and defined a strategic roadmap and target architecture, projecting a **30% revenue increase** through improved data capabilities.
- **Led the technical implementation of an AI-driven conversational interface (Google CCAI)**, integrating with legacy telco systems to automate customer support and increase call containment rates by **30%**.

Ernst & Young

Malaysia

Data & AI Associate Consultant Intern

November 2023 - February 2024

- **Improved Query Times by 50%** through migrating Client Report Dashboards to an ABC (Audit, Balance and Control) Framework that makes data easier to audit and control through **Microsoft Azure Data Factory, Databricks, PowerBi, Apache Spark and SQL**.

Google Developers

Malaysia

Lead (GDSC Monash Malaysia)

August 2022 - July 2023

- **Organized KitaHack 2023** for Google Developer Student Clubs Malaysia, a national hackathon comprising **400+ participants** and **raised RM30k+** in funds for the event in preparation for the Google Solutions Challenge. Resulted in a **3x increase** in Malaysian Teams in the second round.
- **Led 27 Core Team members** in **delivering 13 events** throughout the term which **increased member count by 400%** and **Youtube Viewership by 600%** through hosting social and networking events.

TECHNICAL SKILLS AND LANGUAGES

Core Stack: TypeScript, JavaScript, React, Vue, Python, SQL, HTML/CSS

Infrastructure & Data: Docker, Azure, Databricks, GCP, ETL, Apache Spark, Power BI

Customer-Facing Tools: Salesforce, Google CCAI, JIRA, Adobe Analytics

Familiar With: C, Java, Haskell, R, MIPS, TensorFlow, Jupyter

Languages: English (Native), Chinese (Fluent), Malay (Professional), German (Intermediate)

EDUCATION

Monash University Malaysia

Malaysia

BSc in Computer Science (Advanced Computer Science)

October 2021 - July 2024

- GPA: 3.79/4.00, WAM: 86.5
- Relevant Coursework: Algorithms & Data Structures, Web Development, Android App Dev, Machine Learning, Data Analytics, Artificial Intelligence, Databases, Parallel Computing, Computer Systems and Networks, Deep Learning, Discrete Math, Continuous Math, Theory of Computation

AWARDS AND CERTIFICATIONS

Microsoft Certified

- [AZ-900: Azure Fundamentals](#)
- [AI-900: Azure AI Fundamentals](#)

Google Cloud

- [Google Cloud Digital Leader](#)

Databricks

- Databricks Accredited Lakehouse Fundamentals
- Databricks Generative AI Fundamentals

Monash High Achievers Award (HAA)

- Awarded for achieving the **top 10%** of the cohort every semester.

TensorFlow Developer Specialization

Andrew Ng Deep Learning Course