

# Darren Ho

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## PROFESSIONAL SUMMARY

Computing Science graduate with 2+ years of internship experience in enterprise IT and software. Skilled in Python, React, cloud infrastructure, and AI/ML. Built production systems across Salesforce, containerized micro-services, and LLM-based automation.

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## WORK EXPERIENCE

### IT Consultant, Panasonic Asia Pacific

Sep 2025 – Apr 2026

- Managed, trained and maintained customer facing chat bots across 8 regional deployments on Salesforce
- Developed and maintained Lightning Web Components (LWC) to build responsive, reusable UI components on the Salesforce Experience Cloud platform.
- Used Salesforce CLI with VS Code to manage org metadata, deploy changes across sandboxes, and maintain version-controlled source-driven development workflows.

### Web Developer, SportSG

Sep 2020 – Feb 2021

- Designed and developed responsive web pages for SportSG's public-facing digital platforms.
  - Collaborated with content and marketing teams to translate briefs into polished web experiences.
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## EDUCATION

### Bachelor science with Honors in Computing Science Degree

Aug 2023 – Apr 2026

Singapore institute of technology

- GPA: 4.09/5.0
- Second Upper

### Diploma in Multimedia and Info-comm Technology

Sep 2020 – Feb 2021

Nanyang Polytechnic

- GPA: 3.54/4.0
  - Specialize in Software & Applications
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## PROJECTS

### Agentic AI Chatbot, Industry Project

Oct 2025 – Mar 2026

- Developed and deployed agentic customer facing chatbot on Panasonic's product home page.
- RAG for product information, warranty and troubleshooting guides.
- Automates case creation on Salesforce platform
- Technology used: Salesforce, Agentforce, RAG, AWS Bedrock

### Human Detection and Monitoring System, Industry Project

Oct 2024 – Feb 2025

- Developed a CCTV system integrated with YOLOv8 models for human detection.
- Utilized MiDaS model to generate depth map for calculating distance between two detected people to enforce safe distancing.
- Stores footage of events when too many people are in the frame or two or more people are too close to each other.
- Technology used: YOLOv8, Django, FastAPI, React, MongoDB

### Purchase Order to SAP Automation, Industry Project

Nov 2025 – Jan 2026

- Designed and developed a scalable cloud solution to automate end-to-end purchase order to sales order processing using AWS
  - Built an LLM-powered extraction pipeline that parses PO documents across multiple formats, validates required fields with a self-verification pass, and automatically generates Sales Orders for downstream SAP integration.
  - Technology used: AWS suite, SAP
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## SKILLS

Languages: Python, Rust, C, C++, Java, SQL, Apex, Typescript

Tools: AWS, Salesforce, Vercel, Railway, Docker, Kubernetes, Git

Frameworks: Pytorch, React, Django, Tensorflow, Langchain, Anthropic API