

Lai Chee Hong 赖殖康

Poet • Indie Developer(AI-assisted) • Technical Writer • Open Source & Automation Enthusiast

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PROFESSIONAL SUMMARY

Award-winning content writer and knowledge management professional with diverse experience in content creation, AI-based workflow design, and internal communication strategies. Adept at designing AI chatbot systems, managing internal documentation, and streamlining knowledge workflows. A poet and newspaper columnist.

EXPERIENCE

AI/Technical Content Writer & Project Coordinator

Jan 2024 — Present

Sangfor Technologies

Lead writer and content strategist for an internal AI-powered chatbot supporting frontline engineers with real-time technical solutions. Built RAG pipelines linking LLMs with curated knowledge sources, and n8n-driven workflows for auto-updating the knowledge base and turning closed support cases into technical guides. Create and maintain internal documentation — API references, user manuals, SOPs, and training materials — and apply prompt engineering to improve chatbot accuracy.

Freelance Translator & Writer

Ongoing

Self-employed

Translate business materials, technical documentation, and web content between English and Chinese. Regular columnist for Sin Chew Daily's 「馬華讀立國」 book review column.

PA to CEO / Copywriter, Translator & Trainer

Feb 2019 — Mar 2021

CU Rewards

Supported the CEO in scheduling and high-level meetings with local and overseas business partners; produced Mandarin meeting minutes and translations for follow-up action. Produced multilingual (EN/CN/BM) copywriting for whitepapers, brochures, company profile, and marketing collateral. Certified Total Quality Manager; designed internal management systems and delivered platform/business-model training to staff and merchant partners.

Senior Writer / Editor / Content Creator

Apr 2015 — Feb 2019

Aged Care Group

Led bilingual content for the company's information portal, managed social media, and translated content between English and Chinese. Planned company events and managed the client-facing content pipeline.

Assistant Executive Editor

Apr 2014 — Apr 2015

Best Wishes Cultural Centre

Covered news, events, and interviews; wrote for the company website and Facebook page; translated English-to-Chinese materials; organized events and book launches.

Sub-Editor, Culture and Education Department

Jun 2012 — Apr 2014

Sin Chew Media Corporation Bhd

Edited journals for publication and reported on cultural and university events; coordinated logistics for the Hua Zong International Literacy Seminar.

EDUCATION

Universiti Tunku Abdul Rahman (UTAR)

2009 — 2012

Bachelor of Arts, Chinese Studies — Dean's List, Outstanding Student Award (2012)

Tunku Abdul Rahman College (TARC)

2007 — 2009

Diploma in Journalism

CERTIFICATIONS

Official AI Skills & Fluency Certificate — Proficient Tier ("The Builder") — AISA

[Jun 2026 \(valid to Jun 2027\)](#)

Docker Foundations Professional Certificate — LinkedIn Learning / Docker

[Feb 2026](#)

Advanced Prompt Engineering Techniques — LinkedIn Learning

[Nov 2023](#)

Prompt Engineering: How to Talk to the AIs — LinkedIn Learning

[Nov 2023](#)

Generative AI Fundamentals — Google

[2023](#)

Transformer Models and BERT Model — Google

[2023](#)

Total Quality Management (TQM) — Institute of Management Specialists (IMS UK)

[2019](#)

Sharpened Visions: A Poetry Workshop — California Institute of the Arts (CalArts), via Coursera

[2018](#)

AWARDS & HONORS

Malaysian Youth Literature Award — Poetry Jury Prize

Hong Kong Workers Literature Award — 2nd Runner-up

Sangfor Technical Creative Writing Competition — 2nd Place

[2022](#)

Sangfor Excellent Individual Award

[2023](#)

Sangfor Outstanding Mentor Award (1H)

[2024](#)

Sangfor Outstanding Individual Award

[2025](#)

PUBLICATIONS

《過客書》 The Letters of Passerby

[2016](#)

《女兒書》 Book of Daughter: Dwelling Poetically in a City on Sick

[2026](#)

PROJECTS

PoetreeX Automate Studio

The studio and umbrella brand for Lai Chee Hong's independent automation tools and web products — home to Poetask Butler, the Ang Pow Calculator, and other side-project builds.

Poetask Butler

A WhatsApp-based AI assistant for creating one-off and recurring reminders via natural-language messages, synced to Google Calendar — live in production with 50+ active users. Parses intent, schedules events, and sends timely notifications; built with Next.js 14, Supabase, and WAHA for multi-user SaaS scalability. Handled real-world issues including Cloudflare bot-protection conflicts, database access rules, and WhatsApp endpoint configuration.

Berapa Nak Bagi? — Ang Pow Calculator

A free Malaysia ang pow / gift money calculator — helps figure out how much to give for weddings, CNY, Hari Raya, Deepavali, and more, covering different states across Malaysia.

One Cup Covenant

Brand website for a two-in-one communion product (grape juice and unleavened bread), built to restore the practice of communion as a daily act of worship — with a QR-code scripture draw for a daily blessing.

Servedash

A simple, self-hosted Docker dashboard: auto-discovers containers, shows live CPU/RAM usage, tails logs, and detects available image updates — without leaving the page.

quantum-vault

A password vault and browser extension that mixes real quantum randomness (ANU QRNG) into key generation, with an honest, non-hyped account of what that actually buys you.

claude-web-history-mcp

An MCP server that lets Claude Code browse and pull in conversations from your claude.ai account — so a chat from your phone this morning is available in your editor by afternoon. Read-only access via list/read/save tools, with session credentials stored in the OS keychain rather than config files.

GitHub Trending Daily Digest

An n8n workflow that automatically fetches the latest GitHub Trending repositories, cleans the data, and sends a nicely formatted daily email digest.