

Lai Chee Hong 赖殖康

Applied AI & Automation • Technical Writer • Poet

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PROFESSIONAL SUMMARY

Applied AI and automation practitioner who builds and runs GenAI tooling for technical support operations. At Sangfor Technologies, built and operates a self-hosted RAG assistant serving internal engineers, channel partners, and frontline staff, plus n8n workflows that turn closed support cases into knowledge base articles. Hands-on across the infrastructure these tools run on: Linux, Docker, reverse proxies, and secure remote access on self-managed servers; independently shipped a WhatsApp AI assistant now in production with 50+ active users. Over a decade in technical writing, editing, and translation across English, Chinese, and Bahasa Melayu makes bridging engineers, product teams, and business stakeholders a core strength. Award-winning poet and newspaper columnist.

TECHNICAL SKILLS

GenAI & LLM applications	RAG (vector database, Cohere rerank model), prompt engineering and testing, Dify, n8n AI workflows, MCP servers; LLM backends: Ollama, vLLM, OpenAI, Gemini, Claude
Automation & integration	n8n, Zammad, Microsoft Teams, WAHA (WhatsApp HTTP API), Google Calendar API, REST / HTTP APIs
Infrastructure & operations	Linux (Ubuntu Server), Docker, Portainer, Traefik, Tailscale, Cloudflare Tunnel, MinIO; container troubleshooting (OOM, DNS, networking)
Development	JavaScript, Python, Next.js, Supabase (PostgreSQL, row-level security), HTML/CSS
Knowledge & data	Outline knowledge base, technical documentation systems, Excel / Google Sheets analysis of ticket and customer data
Languages	English, Chinese (Mandarin; Simplified and Traditional), Bahasa Melayu

EXPERIENCE

Content Manager (Technical Writer)

May 2021 – Present

Sangfor Technologies

Lead technical documentation for Sangfor products and build internal GenAI tooling for the support organisation.

- Plan, research, write, and revise printed and online documentation with R&D, product management, product specialists, and field application engineers, covering product overviews, configuration guides, user manuals, API references, SOPs, training materials, and technical white papers.
- Edit other writers' work for consistency and accuracy, keep content current, and plan, schedule, and track documentation work against product release dates and client deliverables.
- Build client learning aids beyond documentation, including online videos, demos, and guided tours, and use customer feedback, use cases, and functional data to improve usability and examples.
- Prompt engineering and testing for the in-house chatbot on internal datasets.

Key GenAI projects

- Sangfor IMD Internal GenAI Support Assistant (RAG): Built and operates a self-hosted RAG assistant for internal engineers, channel partners, and frontline staff. Retrieval uses Dify's vector database with a Cohere rerank model; Ollama, vLLM, OpenAI, Gemini, and Claude were benchmarked before settling on a hosted model.
- Closed-case-to-guide automation: Zammad-triggered n8n workflow that turns closed support cases into draft knowledge base articles, stores media in MinIO, and sends notifications via Microsoft Teams.
- Terminology-aware documentation translator: Dify workflow that translates documentation with each product line's writer-maintained glossary, fetched from Outline. A Python code node matches the source text against the glossary and passes the model only the terms that actually appear, instead of the whole glossary, cutting token usage by about 99.3%.
- Knowledge base integration: Outline as the team knowledge base, connected to Dify through HTTP Request nodes.

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.

PROJECTS

PoetreeX Automate Studio

Automation • Web Products

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

Next.js • Supabase • n8n • WAHA • Google Calendar API

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, with OTP login, a task dashboard, and reminder processing and delivery orchestrated in n8n. Handled real-world issues including Cloudflare bot-protection conflicts, database access rules (Supabase RLS), and WhatsApp endpoint configuration.

Homelab Infrastructure

Linux • Docker • Portainer • Traefik • Tailscale • Cloudflare Tunnel

Built from scratch on Ubuntu Server 24.04: containerised services (n8n, Dify, WAHA, Outline and others) managed through Portainer, routed via Traefik, with Tailscale and Cloudflare Tunnel for secure remote access. Diagnosed and fixed operational issues including container OOM kills, Docker DNS resolution failures (daemon-level configuration), and multi-service tunnel routing.

Servedash

Docker • Dashboard • Self-hosted

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. Open source under MIT licence, 28 stars and 5 forks on GitHub.

claude-web-history-mcp

MCP • JavaScript

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.

[quantum-vault](#)

[Chrome Extension](#) • [Password Manager](#) • [Web Cryptography API](#)

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.

[GitHub Trending Daily Digest](#)

[n8n](#) • [Automation](#)

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

[Berapa Nak Bagi? Ang Pow Calculator](#)

[Next.js](#) • [SEO](#)

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

[One Cup Covenant](#)

[Web Design](#) • [HTML/CSS/JS](#)

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.

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
- Top 80, Talentbank Tech Hackathon 2026

PUBLICATIONS

- 《過客書》 The Letters of Passerby, 2016
- 《女兒書》 Book of Daughter: Dwelling Poetically in a City on Sick, 2026