Daniel Kam

Singapore | hey@danielk.am | +65 8902 3885

https://danielk.am | https://github.com/danielk-am | https://www.linkedin.com/in/danielk-am

Professional Summary

Technical professional who turns recurring customer and operational problems into practical software. Combines nearly five years of WordPress and WooCommerce support at Automattic with engineering contributions spanning MCP integrations, AI support agents, privacy safeguards and desktop tools. Builds internal tools and open-source projects alongside e-commerce plugins and API-connected applications, drawing on direct experience investigating product issues and running business workflows.

Core Skills

Engineering: Python, PHP, JavaScript, HTML/CSS, SQL, REST APIs, GitHub, automated testing, AI-assisted development.

AI and integrations: Model Context Protocol (MCP), AI agents and reusable skills, n8n, Personal Identifiable Information (PII) redaction safeguards.

Platforms and operations: WordPress, WooCommerce, Electron, Docker, Coolify, VPS hosting, DNS/SSL, terminal and WP-CLI; API debugging, log analysis and bug reproduction.

Professional Experience

Automattic Inc | Happiness Engineer (Independent Contractor)

November 2021 - September 2026 | Singapore and Australia

Core responsibilities: customer experience and technical support. Engineering contributions were undertaken during allocated time alongside live-chat and ticket responsibilities.

- Engineered MCP integrations and a shared AI library connecting Elasticsearch-based log search and a Trino-backed data warehouse. Improved WordPress.com MCP field filtering to exclude unnecessary editor payloads and improve token efficiency.
- Authored and shipped reusable privacy controls adopted by other teams: a shared Personal Identifiable Information (PII) redaction library with fail-closed safeguards for LLM-facing tools.
- Built and launched AI agents for recurring support workflows: triage, research, response drafting and review. Co-authored seven read-only billing lookups and developed WooPayments integrations to bring account context into support workflows.
- Enabled migration from an annual TextExpander subscription by engineering and shipping Snippet Manager for Espanso, with organisation-wide GitHub synchronisation, a macOS Electron app and MCP support. Released in August 2026.
- Fixed defects in subscription reporting, booking timezones, automated emails, vendor commissions and product availability metadata; eight fixes merged across five WooCommerce extension repositories from June to September 2026.
- Handled 15,632 recorded support tickets from January 2022 to September 2026, in addition to live chat. Investigated failures through REST API testing, application logs and SQL; collaborated with Engineering on reproducible defects and fixes, and Payment Operations on payment-related requests.

Alkamy Pte. Ltd. | Applied AI, Web Development and Business Operations

AI and software projects: September 2026 - present | Earlier projects: 2017-2020

- Developed and published four WooCommerce plugin offerings: Free and Pro order-editing editions, per-currency customer histories and block editing for product descriptions. Contributed a merged WooCommerce core fix restoring customisable coupon removal messages through the coupon messaging API.
- Developed affiliate sites 10.sg, yum.sg, dr.sg and the relaunched frozenmeat.sg, with AI-powered workflows to maintain their catalogues and prices and create and publish content, including Shopee API integrations. Deploy and maintain VPS-hosted sites and applications using Coolify and Docker, with domains, SSL, updates, backups, monitoring and troubleshooting.
- Built and grew frozenmeat.sg, generating more than S$300,000 in sales revenue across 2018-2020 through a simplified ordering experience, SEO and paid social advertising.

Commercial growth and development projects paused during the Automattic engagement; bookkeeping, GST filing and corporate administration continued.

Asia Mannequin Pte. Ltd. | E-commerce Development and Business Operations

2014 - present | Selected contributions

- Identified order-entry difficulties in daily operations and deployed inline order editing, invoices and packing slips with PDF generation, allowing orders to be created and edited within the WooCommerce order-details screen.
- Enabled no-code product-description updates within the existing WooCommerce product screen by deploying block-based editing; redesigned the storefront in September 2026.
- Deployed and evaluated a rental product system, then retired it after identifying a mismatch with unpredictable stock availability and custom-sourced items.

Selected Independent Projects

September 2026 - present | danielk.am

- **Snippet Editor for Espanso** | https://github.com/danielk-am/snippet-editor-for-espanso - Rebuilt a personal text-expansion editor as an Electron app with MCP integration, shared GitHub snippets and AI-assisted changes presented for human approval.
- **Lingo** | https://lingo.danielk.am - Built a multilingual learning tool for travel preparation, combining translations into multiple languages, audio playback, source comparisons and a private vocabulary dictionary.

Portfolio integrations include Shopee, data.gov.sg, ElevenLabs, Google Translate, Google Cloud APIs and Google Maps Autocomplete; projects use different combinations of these services.

Earlier Technical Experience

NewMedia Express Pte. Ltd. | Internet Engineer | August 2010 - December 2011

Provided first-line hosting, domain and email support; investigated DNS/MX and deliverability issues, networking and datacentre incidents.

Aquarius Soft Pte. Ltd. | Website Developer and Separate Project Assignments

Website Developer: October-November 2009 | WordPress and SEO assignments: December 2010; December 2011. Developed PHP/jQuery websites and independently maintained WordPress sites during later assignments.

Education

Diploma in Business Information Technology | Ngee Ann Polytechnic