Yiwen Chen

Platform Engineer | XR Specialist

Honolulu, HI, US

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Professional Summary

Innovative and growth-driven **Azure Platform Engineer** and **AI/XR Specialist** with a proven track record of delivering impactful solutions across **endpoint management**, **extended reality**, **AI**, and **Azure** cloud infrastructure. Recognized for developing an **Apple Vision Pro cockpit training app** praised by Apple CEO **Tim Cook** and showcased to executive leadership. **SME-level contributor** in **Azure Virtual Desktop (AVD)** and **Windows 11 migration** efforts, driving automation to streamline enterprise environments. Actively applies advanced Microsoft certifications in real-world projects, including **AI agent development** to enhance flight operations. Adept at bridging **R&D creativity** with **operational excellence** to solve complex business challenges.

Core Skills

Languages: C++, **Swift**, **Python**, C#, .NET, **PowerShell**, SQL
Technologies: Unity (XR), **RealityKit**, **visionOS**, **Blender**, **Reality Composer Pro**, Xcode
Platforms & Tools: Microsoft Azure (AVD, Intune, AI Services), Git, Microsoft Copilot Studio, Apple Vision Pro

Professional Experience

Platform Engineer *June 2023 – Present*
Hawaiian Airlines, Honolulu, HI

- Pioneered the development of a next-generation **XR Cockpit Training** app using **Swift** and **visionOS**, enabling remote procedural training and projected to reduce pilot flow knowledge renewal time by up to one week.
- Showcased the XR solution at **Apple enterprise events** and to **Hawaiian Airlines C-Suite**; received praise from **Tim Cook**, CEO of Apple, recognizing its innovation and alignment with **visionOS 2.0 capabilities** like SharePlay.
- Stepped into a lead role as the second **SME** for **Azure Virtual Desktop (AVD)**, owning automation of environment and resource setup using **PowerShell**, accelerating deployment timelines, and supporting both BAU and engineering initiatives.
- Led development of automation scripts for packaging and deploying **Windows 11 applications** (**MSIX/Intunewin**) via **Microsoft Intune**, increasing migration efficiency and reducing manual effort.
- Drove innovation in **AI**, leading active proof-of-concept development with **Alaska Airlines** on an **AI agent** to assist **Flight Attendants** with manual lookups. Previously led **AI-based document comparison** work to align operational procedures across merging airlines.
- Earned **3 advanced Microsoft certifications**, applying knowledge immediately to real-world projects across cloud infrastructure, automation, AI services, and endpoint management.

Graduate Research Assistant *Aug 2022 – May 2023*
LAVA Lab, Univ. of Hawaii at Mānoa

- Led a **360° VR outreach** project for the Oceanic Institute (**Unity + Insta360**).
- Deployed VR experiences (**Meta Quest Pro**) boosting lab recruitment via virtual tours.
- Managed a **4-person team** (**Agile sprints**); delivered reusable **Unity template** for XR learning.

Software Engineer Intern   *Mar 2022 – Aug 2022*
 Servco Pacific Inc., Honolulu, HI

- Modernized **UI/UX** for internal tools, streamlining workflows.
- Developed **.NET/SQL warranty automation** system for instant eligibility checks, reducing errors.

Projects

Immersive Cockpit Training   *Apple Vision Pro, visionOS, RealityKit, Swift*

- Created interactive cockpit simulation enabling remote pilot practice and familiarization.

Oceanic Institute VR Tour   *Meta Quest Pro, Unity, Insta360*

- Built 360° VR tour with interactive hotspots, enhancing virtual recruitment efforts.

Warranty Claim Automation   *.NET Core, SQL Server*

- Created backend application for automated warranty validation, improving speed/accuracy in production.

Education

Master of Science (MS), Computer Science   *2022 – 2023*
 University of Hawaii at Mānoa, Honolulu, HI
Concentration: Extended Reality (XR) Artificial Intelligence (AI)

Bachelor of Science (BS), Computer Science   *2018 – 2021*
 University of Hawaii at Mānoa, Honolulu, HI
Concentration: Web Game Development

Certifications

- **Microsoft Certified: Azure Virtual Desktop Specialty**
- **Microsoft 365 Certified: Endpoint Administrator Associate**
- **Microsoft Certified: Azure AI Engineer Associate**
- **Microsoft Certified: Azure Data Fundamentals**