

Jackie Zhou

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Position: Cloud Architect | City: 上海



Professional Summary

1. Proficient in cloud architecture, Infrastructure as Code (IaC), and technical support for complex customer needs, particularly in cloud management and monitoring, automated operations, and optimization governance.
2. Earned expert-level AWS Solutions Architect certification, specializing in cloud computing (AWS, Azure, Alibaba Cloud), enterprise architecture, digital transformation, and data analysis.
3. Skilled in planning resources for cloud platform computing, storage, networking, logging, compliance, and full lifecycle management.
4. Experienced in creating and maintaining monitoring systems for cloud services, including monitoring key metrics and alert rules.
5. Data-driven, adept at identifying areas for improvement based on data and continuously enhancing systems.
6. Proficient in designing business-based disaster recovery and high availability solutions and taking responsibility for their implementation.
7. Experienced in cloud security governance, skilled in designing Landing Zones, creating cloud data encryption solutions, and implementing projects based on cloud best practices.
8. Extensive experience migrating multiple production applications from on-premises data centers to public cloud environments.
9. Strong leader of cross-functional teams, driving digital innovation and aligning IT strategy with business objectives to provide scalable and cost-effective solutions.
10. A strong communicator with a successful track record in managing large projects, ensuring compliance, and improving operational efficiency.
11. Familiar with modern software architectures, including microservices, data-driven, and event-driven architectures.
12. Proficient in DevOps practices and holds a PMP certification.
13. Knowledgeable in natural language processing (NLP), artificial intelligence, machine learning, and generative AI. Familiar with best practices in Gen-AI, including model selection, prompt engineering optimization, and business analysis for fine-tuning models.

Skills

Cloud Architecture: Public Cloud, Private Cloud, Hybrid Cloud, Multi-cloud Architecture Design & Optimization

Cloud Computing Platforms: AWS, Azure, Ali Cloud

Architecture Design: Microservices, Containerized, Event-Driven, Domain-Driven

DevOps Tools: Jenkins, Azure DevOps, Kubernetes, AWS CodePipeline, CodeCommit

Containerization Technologies: Docker, Kubernetes, EKS, ECS

Programming Languages: C#, Python, Java

Databases: SQL, NoSQL, Data Lakes

Security and Compliance: IAM, Encryption, CSL,DSL,PIPL,MLPS,GDPR

Monitoring and Logging: CloudWatch

Network Architecture: VPC, VPN, CDN

Serverless: Lambda, AWS Step Functions

IaC: Terraform, Cloudformation, ARM, Ansible

Employment History

Kincentric Cloud Architect

2019.07-Now

1. Lead the design and delivery of cloud solutions for large-scale enterprises, leveraging expertise in cloud(AWS and Azure) architecture and market insights to meet complex business needs.
2. Responsible for the planning of the company's cloud-based SaaS products, continuous product releases, governance, monitoring, and ongoing optimization.
3. Develop innovative cloud solutions that align with industry trends, accelerating time-to-market and maintaining product innovation.
4. Develop SaaS products based on cloud-native technologies.
5. Create and document Infrastructure as Code (IaC) scripts, standardizing reusable modules to drive scalability across multiple projects.
6. Design and optimize cloud architecture using Landing Zone and Well-Architected Framework to enhance cost-effectiveness, performance, and stability.

Aon Architect

2010.06-2019.06

1. Promote business development according to company's strategic planning for technology and product roadmap.
2. Engage in business expansion with major clients in China, customize and draft technical solutions.
3. Execute PoC technical validations for customer scenarios and prepare demonstration materials.
4. Ensure feasibility of solutions, coordinate with post-sales technical support, and guarantee successful project delivery.
5. Provide training and technical support for new solution offerings internally and externally.
6. Optimize private cloud architecture, monitor and maintain system stability.
7. Participate in software project requirement analysis and system design.
8. Focus on key technology research and development, solving technical challenges.
9. Establish and guide R&D teams, effectively communicate and control requirements, ensuring smooth project implementation until acceptance.

Mercer Software Engineer Manager

2007.04-2010.06

1. Lead the full-cycle management of projects from inception to delivery, covering requirements research, analysis, design, development, and deployment.

2. Establish and manage efficient development teams, allocate work tasks, and ensure optimal resource allocation.
3. Develop detailed project plans, identify risks, and take preventive measures to ensure project time and quality objectives are achieved.
4. Chair project review meetings to ensure development processes adhere to best practices and standards.
5. Coordinate internal and external communication, maintain close collaboration with stakeholders, clarify project expectations, and manage changes.
6. Facilitate technology upgrades and innovation, enhance team skills, and guide the resolution of technical challenges.
7. Monitor project progress, adjust strategies in a timely manner to address challenges, and ensure successful project execution until acceptance.

Project List

Modern Survey Architect 2019.07-Now

ModernSurvey is the most critical SaaS product of the company, and all of the company's customers use this platform.

My Responsibilities:

1. Cloud Architecture Design: Develop and implement a scalable and secure cloud architecture for the Modernsurvey platform, ensuring it meets current and future business needs.
2. Solution Development: Collaborate with cross-functional teams to design and develop cloud-native solutions that enhance the functionality and performance of the Modernsurvey application.
3. Deployment Strategy: Define and execute deployment strategies using Infrastructure as Code (IaC) tools, ensuring efficient resource provisioning and management.
4. Performance Optimization: Monitor and analyze the performance of the cloud infrastructure, identifying areas for optimization and implementing best practices for cost efficiency.
5. Security Implementation: Establish security protocols and governance frameworks to safeguard data and comply with industry standards and regulations.
6. Collaboration with Development Teams: Work closely with development teams to integrate cloud services, provide technical guidance, and ensure smooth deployments and operations.
7. Continuous Improvement: Lead initiatives for continuous improvement in cloud services and architecture, adopting new technologies and methodologies as needed.
8. Stakeholder Communication: Communicate architectural decisions, project updates, and technical challenges to stakeholders, ensuring alignment with business objectives.
9. Documentation: Create and maintain comprehensive documentation of cloud architecture, processes, and best practices to facilitate knowledge sharing and onboarding.
10. Training and Support: Provide training and support to team members and stakeholders on cloud technologies and best practices, fostering a culture of cloud literacy within the organization.

Localized Deployment of Modern Survey Architect 2023.01-2023.07

ModernSurvey is the company's most critical platform, utilized by nearly all of the company's clients. Due to server deployment in Europe, ensuring adequate access speed for domestic clients has been a challenge. Additionally, compliance with China's data security regulations and client requirements necessitates localizing ModernSurvey deployment on Azure China.

My Responsibilities:

Plan cloud strategy and architecture to ensure high availability, security, and cost-effectiveness; select technologies and design systems; implement security and compliance measures; monitor costs and optimize resources; guide system migration and cloud integration; drive automation and foster a DevOps culture; perform performance monitoring and tuning; train teams and guide technology selection; manage relationships with cloud service providers; and continuously explore and introduce technological innovations.

Migration from Aon Private Cloud to AWS Architect, Project Manager 2019.06-2019.07

1. The business systems were previously hosted on Aon's private cloud. However, due to the business being acquired by Kincentric in July 2019, there is a need to migrate the systems from Aon's private cloud to AWS's public cloud while minimizing impact on customers.

2. The technology stack for the project includes AWS services such as EC2, ALB , VPC, S3, EFS, EBS, SQS, RDS (MySQL, PostgreSQL, SQL Server), PostgreSQL on EC2, Redis, Lambda, API Gateway, Glue, Database Migration Service, Route 53, CloudFront, and CloudWatch.

My Responsibilities:

Migration Strategy Development: Define migration objectives, timelines, and key performance indicators.

Architecture Design: Design the cloud architecture for the target system, ensuring stability and security.

Cloud Platform Selection: Evaluate and select the cloud platform that best suits project requirements.

Environment Preparation and Configuration: Configure the cloud environment and deploy infrastructure and services.

Migration Planning and Execution: Lead migration activities, including workload and data migration.

Performance Optimization and Adjustment: Monitor and optimize the performance and scalability of the cloud environment.

Security and Compliance: Ensure that the system meets security and compliance requirements.

Team Collaboration and Communication: Collaborate with stakeholders and communicate project progress and risks in a timely manner.

Documentation and Training: Write relevant documents and provide training to ensure the team understands and uses the cloud environment effectively.

Aon Hewitt Intelligence Center Architect 2018.08-2019.06

The Aon Hewitt Intelligence Center is a global initiative centered on the collection and presentation of external report data. By conducting multi-faceted and dimensional analyses of gathered data, it provides comprehensive data support to the company. The technological framework employed in this project is robust and geared towards efficient data handling and presentation:

Technical Framework:

-AngularJS: Utilized for frontend development, AngularJS empowers the creation of interactive user interfaces.

-ASP.NET MVC: Adopted for backend development, ASP.NET MVC manages business logic and data interactions seamlessly.

-SQL Server: Ensures secure and consistent data storage and management, forming the backbone of data handling.

-Tableau Server: Leverages Tableau's powerful reporting capabilities to expedite report creation, significantly reducing development time.

My Responsibilities:

-Requirements Gathering & Analysis: Focused on collecting and analyzing requirements specific to the China region, ensuring the precision and comprehensiveness of data collection and report presentations.

- Requirements Tracking: Monitored the implementation progress of project requirements, making timely adjustments to project plans in alignment with client needs.
- Development Team Management: Oversaw day-to-day management of the development team, including task allocation, progress monitoring, and fostering teamwork to guarantee smooth project progression.
- Key Module Development: Led the development of crucial system modules, ensuring code quality and optimal system performance.

This role demanded a blend of technical expertise, project management skills, and a deep understanding of the unique requirements and dynamics of the Chinese market. The Aon Hewitt Intelligence Center, therefore, not only serves as a hub for data insights but also reflects the integration of global best practices with localized contextualization.

Aon online chatbot Architect, Core Developer 2018.01-2018.08

Developed an automatic response bot based on the Azure technology stack.

Since the consulting firm has a large amount of benchmark data, clients typically need to query consultants via email or WeChat. Through this automatic reply bot, clients can query any data without the need for a consultant, thereby improving responsiveness and fully liberating manpower, thus enhancing the efficiency of consultants' work.

The project's technology stack includes Azure's Bot Framework, Q&A Maker, Language Understanding (LUIS), and Azure Blob Storage.

My Responsibilities:

1. Design the solution and implemented it based on Azure Bot framework.
2. Deployment and monitor the applications while serving clients.
3. Gather feedback from internal and external clients regularly.
4. Continue add features and improve quality of app.

McDonald's EEI Architect 2015.10-2017.12

This is a customized system designed for McDonald's China, encompassing data collection, analysis, and visualization on a single platform. The user base includes all employees of McDonald's China, exceeding 150,000 users. In this project, I served as both the Project Manager and Solution Architect. During the project's inception phase, I held weekly meetings with the client to discuss requirements, followed by designing an MVP based on those needs, which I then led the team to progressively implement. My responsibilities included selecting the development technologies, setting up the environment, and developing core modules, in addition to presenting to key clients such as the HR Director and CPO of McDonald's China.

Post-launch, my primary focus shifted to continually optimizing the system. In 2019, I spearheaded the migration of the system from a private cloud to AWS public cloud, further enhancing its scalability and efficiency while continuously refining cloud resource utilization. As the architect in 2018, I played a pivotal role in integrating the system with McDonald's China's Enterprise WeChat, streamlining usage for the clients and facilitating data integration, thereby enhancing the overall user experience and operational efficiency.

Ford Motor Employee Benefits Platform Architect 2013.09-2015.09

This is an online platform tailored for Ford Motor's employees in China, enabling them to select flexible benefits. Employees can utilize the rights allocated by the company on this platform to choose benefits that suit their needs, such as health check services, teeth cleaning services, among other offerings. As the Solution Architect, I worked with Business Analysts to lead the team in iteratively translating customer requirements into functional reality. My

responsibilities encompassed selecting the appropriate development technologies, establishing the development environment, and overseeing the development of core modules. Additionally, I was in charge of demonstrating the system to clients, facilitating communications, and overseeing the continuous improvement and optimization of the platform. This ensured the platform effectively met the diverse needs of Ford's Chinese workforce while maintaining a high level of user satisfaction and operational efficiency.

Aon Data Center

Architect

2010.07-2013.08

This is the company's paramount CRM+ERP+Order+Report system, which processes the bulk of our business data and customer information. All data reports disseminated to our clientele are generated via this comprehensive platform. In my capacity as both a Senior Developer and Development Manager within this project, I helmed the design and development of its vital modules. This entailed modernizing the infrastructure by introducing new technologies; a key initiative involved replacing modules originally developed with Delphi with .Net for enhanced functionality and support.

Furthermore, I spearheaded efforts to augment system performance through the application of multithreading, thereby tackling processing bottlenecks and improving responsiveness. The database architecture was also meticulously optimized, leveraging strategies like database sharding to distribute data across multiple databases for scalability, and implementing pagination techniques to manage large data sets efficiently, especially during periods of heightened system activity. These measures collectively aimed at elevating the system's performance, ensuring it robustly supports our business operations and delivers seamless reporting services to our clients.

Education

ZhengZhou university

Bachelor

Computer IMIS

2000-2004

Certification

AWS SA Professional

CET-6

PMP