

# Yudong Lu

## Customer Engineer

yudonglv@gmail.com  
9076712242  
Linkedin: <https://www.linkedin.com/in/yudong-lu/>

Experienced Customer Engineer with 3 years of experience in the Cloud Industry.  
Experienced with cloud platforms such as AWS and Google Cloud. Familiar with using monitoring platforms include Catchpoint and Cedexis.  
Possesses a proven track record of maintaining loyal and satisfied customers. Focused on exceeding customer expectations and driving company success.  
Proficient in both English and Chinese, familiar with JavaScript and other OOP. Certified EIT (Engineer In Training), obtained IT Support certificate by Google.  
Currently enrolled in University of Washington full-stack bootcamp.

## Professional Experience

### Customer Engineer

BaishanCloud NA, Bellevue, Washington  
| April 2019 - Present

- Assisted customers with CDN and cloud security configurations.
- Assisted the Sales Engineering team with service support and troubleshooting.
- Identified issues, analyzed information, provided comprehensive solutions to problems, and wrote RCA to customers.
- Created tools to improve the support process accuracy and efficiency.
- Created and maintained both internal and external technical documentation (Github, API documentation, Whitepaper, etc.)
- Bridged the communication between the US and other global teams and provided interpreting assistance between Mandarin Chinese and English, both written and verbal.
- Managed and maintained the internal email system and other communication channels, created firewall and security rules to ensure information safety.
- Created monitoring tasks via Catchpoint and other platforms to ensure high-quality performance and fast failover response.
- Provided proactive communication to customers, account managers, and project managers.
- Provided regular product training sessions to the Marketing and Sales team.
- Conducted research, gathered information from multiple sources, and generated product benchmarking reports and analysis for the Marketing team.
- Worked with the Marketing team to organize and present in webinars and other events.

## Education

### Bachelor of Science in Electrical Engineering

Washington State University at Pullman, WA | August 2012 - May 2018

### Bachelor of Art in German Professions

Washington State University at Pullman, WA | August 2012 - May 2018

## Key Skills

- Project Management
- HTML
- JavaScript
- SQL
- Full-stack developing
- IT support
- Python
- Leadership
- Analytical skills
- Technical Writing
- Translation

## Certifications

February 2019	Engineer In Training
October 2021	Google IT Support - Professional Certificate
March 2022	Google Project Management - Professional Certificate
March 2022	UW full-stack bootcamp