

Jackson Jung

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EXPERIENCE

Telstra - Sydney, NSW

Software Engineer, Payments FinTech

Mar 2025 - Present

- Built AWS Lambda debit synchronization service, processing 2M+ payment records, integrating Braintree GraphQL APIs and SQS messaging with comprehensive error handling and DLQ configuration.
- Optimized heap memory allocation across 50+ Java Spring Boot microservices, improving Kubernetes pod utilization by 35% through environment-specific JVM configurations and New Relic agent integration.
- Reduced infrastructure costs by 15% implementing AWS Lambda optimization and ElastiCache for sub-millisecond surcharge calculations serving 50,000+ daily queries.
- Enhanced payment system observability through structured logging and Splunk/CloudWatch integration, improving incident detection speed by 40%.
- Designed Terraform Iac modules for ElastiCache deployment, provisioning multi-AZ Redis clusters with 2 shards and automated Bamboo CI/CD pipelines across 5 environments.

University of New South Wales - Kensington, NSW

Casual Academic, COMP6080 Frontend Programming

Aug 2024 - Present

- Lead weekly tutorials and help sessions for 20-30 students, guiding them through frontend projects and reinforcing HTML, CSS, JavaScript, React, asynchronous programming and UI/UX best practices.
- Increased student forum resolution rate by 80%+ by answering technical Q&A, debugging code, and providing advice on component architecture, coding style and accessibility guidelines.
- Enhanced grading consistency and student learning across assignments and exams by applying detailed marking rubrics, giving in-depth feedback on code quality, responsiveness and user experience.
- Collaborate with the course team to continuously improve course delivery, contributing to course design discussions, and ensuring alignment with industry standards and evolving web technologies.

Telstra - Sydney, NSW

QA Test Engineer, Automation Testing and Release Engineering

Feb 2024 - Mar 2025

- Improved software quality and testing efficiency by 20% through comprehensive regression test optimization and defect minimization strategies across multiple product releases.
- Enhanced test automation reliability by updating Java Selenium test scripts for UI changes across 4 major applications (MyTelstra, JB Hi-Fi, TGG and Boost), ensuring 99%+ test execution consistency.
- Increased overall test coverage by 7% through development of new Selenium and Cucumber automation scripts for previously untested features, reducing manual testing overhead and accelerating release cycles.
- Strengthened team collaboration and workplace culture by organizing monthly chapter connect events and team activities for 30+ Sydney office members, contributing to improved team cohesion.

EDUCATION

University of New South Wales - Kensington, NSW

Bachelor of Computer Science

Feb 2022 - Nov 2023

- Dean's Honors List 2022, 2023
- CSesoc Industry Mentorship Program 2022 Canva and Mantel Group Mentee
- One Piece Society Acting Technical Lead and Full-stack Developer

ADDITIONAL INFORMATION

- Certificate: AWS Certified Cloud Practitioner, AWS Solutions Architect Associate