

## PROFESSIONAL STATEMENT

Hello, I'm an analyst programmer, a software engineer with a solid grounding in IT product management. Leading product development for high-traffic platforms at renowned companies such as Tencent and JD.com has been a pivotal experience that sparked my zeal for programming. Rethinking my life during COVID accelerated a significant shift in my career path.

I completed a master's degree in computer science with High Distinction, and gained valuable experience working as a software engineer at several companies in Australia. My expertise spans the full stack, encompassing a wide range of technologies include Cloud services.

My background gives me a well-rounded skillset and diverse perspective. As I pursue a career in solving IT problems, I'm keen on exploring new opportunities, meeting people from various industries, and creating enjoyable experiences together.

## TECHNICAL SKILLS

- Unified Modelling Language, OOP, Entity Relationship, Agile
- JavaScript, TypeScript, Node, React, Jest, React test library
- .NET with C#, Java, Python, MySQL, MS SQLServer, MS test, Postman, Jmeter
- Docker, AWS Cloud, Azure, Gitlab CI/CD

## DOMESTIC WORK EXPERIENCE

**Web Developer** (11/2023 – present )  
**Soniq Digital Media Pty Ltd.** 0.6 FTE part-time



Acting as a front-end developer in a collaborative project to rebuild the SaaS product and company website, I ensured a seamless client experience in controlling their distributed digital signage. View it at: [soniqcast.com.au](https://soniqcast.com.au)

**.NET Full-stack Intern** (08 – 10/2023)  
**eSMART 21 Pty Ltd.** 0.6 FTE internship



I built beta web API services for eSmart21 from scratch, including an API subscription management end for both administrators and clients, and customized API endpoints tailored to client subscriptions with optimized performance.

Through designing, developing, and testing the platform, I mastered tools, frameworks, and platforms like RESTful API, MS SQL Server, MVC, Swagger, ORM, DTO, .NET Identity, Serilog, Chunked HTTP/HTTPS, JSON, XML, SFTP, and cloud services.

**Junior Systems Analyst** (08/2022 – 07/2023)  
**Flinders University** 0.5 FTE part-time



- Efficiently resolved ServiceNow tickets daily for AEM, Microsoft Dynamics 365, Raiser's Edge, and Jotform by conducting troubleshooting, data retrieving and configuration to ensure seamless business operations.
- Authored comprehensive documentation for system processes.
- Supported regular data migration and testing.
- Engaged with Agile team, gained valuable insights into Scrum.

**Web Developer** (07/2023)  
**Arrowfit** contract

Performed as a front-end developer and DevOps in building a Gym management system supporting multi-roles users and personal training management, collaborated with a Java backend developer contributing to attracting investors. View it at: [Arrowfit-2f55fec5fe98.herokuapp.com](https://2f55fec5fe98.herokuapp.com)

**WordPress Developer** (07/2023)  
**Boogie Roos South West** contract



Led the initiative to investigate and improve the site developed by a previous IT consultancy using WordPress, ensuring it is aligned with the latest organizational developments. View it at: [www.boogieroos.com.au](http://www.boogieroos.com.au)

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**DOMESTIC  
PROJECT  
EXPERIENCE**

**Software Engineer** (08 – 09.2023)

**Uni Project with Maptek**

Designed, developed, tested a block data compression program through teamwork within 4 Sprints. Gained in-depth knowledge of stream handling, multithreading, automation testing and performance optimisation, earning a High Distinction grade.

**Backend Developer** (03 – 06.2023)

**Master's Major Project**

Designed, developed, tested, and delivered a reliable and comprehensive resource management system tailored to the requirements of the Faculty of SET. Gained sufficient practices on MySQL, RESTful APIs, Node.js, Express.js, and Azure, earning a High Distinction grade.

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**INTERNATIONAL  
WORK  
EXPERIENCE**

**IT Product Manager** (08/2021 – 02/2022 contact)

**Golden Days International Medical Technology Co., Ltd.** full-time

- Spearheaded the product roadmap refinement and the resolution of requirement conflicts and for a multi-tier e-commerce platform including 2 mobile apps and a business admin end tailored to the direct sales industry.
- Performed as a Scrum Master and Business System Analyst, defining capability requirements for MVP, leading the team completing a significant platform release smoothly within 3 months—a feat not achieved by 3 predecessors.

**Senior System Analyst** (07/2018 – 09/2020 quit for overseas study)

**JD.COM, INC.** full-time



Improved the customer service system of one of the leading e-commerce companies in China by turning chaos into optimal system processes, resulting in cost reductions, increased customer satisfaction, and recognition of JD as the best online customer service provider.

- Operational contributions: Data-driven enhancement proposals; incident analysis & handling; requirements & stakeholder management; configuration & training.
- Project contributions: Sorted out complex capability requirements and MVP to achieve significant projects such as 'Post-Sale Service Acceleration', 'Complaint Reduction via Big Data Regression', and 'Intelligent Work Platform Development'.

**IT Product Manager** (08/2015 – 07/2018)

**E-Agriculture Technology Co., Ltd.** full-time

Contributed as a Product Manager, System Analyst, and Project Manager in a start-up setting, leading the team in building an agricultural product traceability information system and a bounded e-commerce system.

Directed stages of the system lifecycle, from requirements engineering to system design, development, and testing.

**Business System Analyst** (07/2012 – 11/2013)

**E-Money Holding Co., Ltd.** full-time



Provided optimization solutions for Securities investment analysis software, managing requirements from different source, with principles of 'root requirements analysis' and 'user-oriented design'. Conceived and designed new feature prototypes and workflows, and conducted interpretation and UAT ensuring ideal delivery.

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## EDUCATION

### **Master of Computing and Innovation** (02/2022 – 12/2023)

**University of Adelaide**



- Engaged in advanced computer science studies and projects. Achieved a high distinction with a GPA of 6.6 out of 7
- Participated in the Women in STEM, Global IQ Connect, Talking with Aussies programs to develop my comprehensive abilities.
- Awarded the Global Citizens

### **Better React** (06 – 07/2021)

**Online bootcamp**

Learned front-end developing skills with React, Redux, Jest through 10 projects. And enhanced self-taught JavaScript, CSS skills.

### **Project Management Professional** (02 – 05/2017)

**Project Management Institute**



Gained a comprehensive understanding of project management principles, practices, and methodologies;

### **Bachelor of Industrial Design** (09/2008 – 06/2012)

**China University of Mining and Technology**



Acquired and applied knowledge about 'industrial technology' (including IT), 'user research', and 'designing skills' to effectively apply technology in meeting human requirements through industrial solutions.

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## Certificates

- Project Management Professional (PMP)