**Lipper L P Zheng**

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Objective: Production Support

Education

2011.9-2015.6 Guangdong University of Foreign Study--Computer Science and Technology

Major course:

Java Programming, c++ Programming, Database, Data Structure, Operating System, Computer Composition Principle, Network Engineering, Electronic Technology, Information Security, Algorithm Design and Analysis, Discrete Mathematics, Computer English, etc.

Experence

2015.7-till now HSBC Software Development (GD) Limited—Development Environment Support Engineer

* Recording issue or request details raised from testers/developers in CA GSD System at the earliest time, then will do initial checking, usually using Linux to health check server status, looking for error logs, server configuration, Oracle DB searching or IBM WAS console.

* For those issue we can fix on first level, we will fix it asap then update to users. If issues is depending on other components, like HUB/BE, MQ, Application code side, we will work as coordinators to start a group chat to involve corresponding teams to fix issue.
* During whole fix process, recording every key steps also next steps needed, in order to easy access on future similar issue also as a KB.
* Keeping close communication with testers/developers, in order to understand clearly on the full issue flow, also can give users a prompt update when we make any progress.

Project

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| --- | --- |
| Global Service Platform(GSP), Security as a Service(SaaS), GPL, IIP, Home,  Evergreening, CDD, etc |  |

* Project Responsibilities

Maintain over 3000 servers.

Providing immediate environment support once user side encounters issues, maintaining a healthy development environment to reduce risk of project delay.

Recording down issue-fixing case and sharing via teammates to avoid similar issue happens in future development also avoid duplicate dig.

* Common problems I met and fixed

Logon failure due to username not matched, username/password incorrect, password expired, OTP issue, etc.**---check IP logs, OTP logs, IDV DB & OTP DB**

Web page got ISE, 500 error, page loading slow, etc.**---check server status, connection status, server space, cpu usage**

Data can’t showed on page, or showing wrong data.**---check corresponding function logs, data flow, server to DB connection**

Money transfer has issue, accounts didn’t showing.**---check function logs, FE-B/E connection**

netHSM issue, network broke issue. **---check netHSM status, network connection, firewall**

Certificate error or expiry.**---check certificate jks file information, logon IBM was console to check server side certificate status and expiry date**

MQ error.**---check qmgr status, check mq configuration setting on was server side to compare to MQ side**

Skills

Fluent English in writing and speaking and pass CET-4(546), CET-6(531)

Familiar with Linux commands and SQL statement query

Good at web application problem analysis

Code-reading and manual testing abilities

Won comprehensive first class scholarship, study active member and social activity active member titles during college

About Me

Easy-going, love to participate in group activities, with a strong sense of responsibility and good team-spirit

Proactive, careful, good at raising problems, finding problems and solving problems, with good communicate and analytical ability