Longy Zhang

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Portfolio: https://longyzhang.github.io/react-portfolio-website/
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Professional Summary

Cloud System Administrator with 2+ years of experience managing AWS infrastructure, and automating processes using Python, Terraform, and Powershell. Strong background in Software development and AWS platform. Passionate about DevOps practices and delivering scalable, secure, and highly available systems.

Education

University of Adelaide, Adelaide, Australia   Feb 2017 – Nov 2020
Bachelor of Computer Science
Overall GPA: 5.07 (Distinction)

Certifications

- AWS Certified Cloud Practitioner

- AWS Certified Solutions Architect – Associate

- ITIL® 4 Foundation - IT Service Management

- Pursuing AWS Certified Developer – Associate (CloudGuru)

Professional Experience

- **Cloud System Administrator**   Jan 2023 – Present
  ESRI Australia, Managed Services Cloud Team   *QLD, Australia*
  - **Large-Scale AWS Infrastructure Management** : Proactively managed, monitored, and maintained 500+ AWS EC2 instances across Windows and Linux environments; performed critical troubleshooting, optimization, and maintenance of hosted AWS RDS databases including PostgreSQL and SQL Server to ensure high availability and performance.
  - **Security Incident Response**: Resolved critical CrowdStrike incident (Global Blue screen) in July 2024 and AWS incident in July 2024, minimizing downtime and preventing potential security breaches for clients.
  - **Process Automation**: Implemented Python and PowerShell scripts to automate routine audits and updates, boosting operational efficiency by up to 30%.
  - **Infrastructure Monitoring**: Configured comprehensive monitoring systems utilizing Ansible, Terraform, CloudWatch, CrowdStrike, and Sumologic.
  - **Operational Support**: Delivered responsive 24/7 on-call technical support for infrastructure incidents, ensuring high system availability.
  - **Customer Support**: Regularly processed and resolved client tickets and requests, ensuring timely and effective service delivery.

- **GIS Software Developer**   Jul 2021 – Jan 2023
  We Do IT   *SA, Australia*
  - **Application Development**: Built and maintained automated GIS solutions leveraging Magik language and Batch scripting for enhanced data processing.
  - **Version Control Improvement**: Successfully migrated entire GIS team's codebase to Git, streamlining development workflows.
  - **Workflow Automation**: Integrated Microsoft Power Automate to automate administrative processes, optimizing team productivity.
  - **Maintenance and Updates**: Regularly executed Smallworld system updates and operating system patches to sustain system integrity and performance.
  - **Customer Request Management**: Handled and efficiently resolved client tickets and technical requests, improving client satisfaction and operational efficiency.

Technical Skills

- **Cloud & DevOps**: AWS, Terraform, Ansible, Linux, CI/CD, AWS CLI, Python Boto3

- **Programming Languages**: Python, Bash, PowerShell, Magik, JavaScript, C++, Batch

- **Monitoring & Security Tools**: Sumologic, Pingdom, CloudWatch, CrowdStrike

- **Web development**: React, CSS, HTML, Bootstrap

- **Databases & Analytics**: MySQL, PostgreSQL, SQL Server, PowerBI, Matlab

- **GIS Technologies**: ArcGIS, Smallworld, QGIS

- **Tools & Platforms**: Git, Subversion, GitHub, Bitbucket, Azure DevOps, Jira, vFire

Personal Projects

- **Portfolio Website**: React, HTML5, CSS3-based responsive personal portfolio showcasing multiple technical projects.
  Link

- **React Todo List Application**: React-based task management system emphasizing efficient state management.
  Link

References

Available upon request.