

Qiaotong (Alan) Huang

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Senior Software Engineer with 3+ years in FinTech, specializing in Java, Python, and JavaScript. Expert in architecting and deploying AI-driven solutions and scalable SaaS platforms, with a strong track record as a Technical Director in data processing, customer service automation, and real-time analytics.

Education

Northeastern University, Toronto, ON	Sep 2022 – Apr 2024
Master of Science in Information Systems (Computer System Engineering)	
PLA University of Science and Technology, Nanjing, China	Sep 2011 – Jun 2015
Bachelor of Engineering	

Experience

Software Engineer TechArena Canada	May 2024 – Present Toronto, ON
<ul style="list-style-type: none">Architected and deployed an AI-driven intelligent customer service system leveraging Azure OpenAI, significantly enhancing NLP capabilities and boosting customer engagement, resulting in a 40% reduction in average response time and a 25% increase in customer satisfactionUtilized Azure for scalable and efficient data processing, and implemented real-time analytics with Elasticsearch and Kibana to monitor system performance and user interactions	
Teaching Assistant Northeastern University	Jan 2024 – Apr 2024 Toronto, ON
<ul style="list-style-type: none">Provided academic guidance to students on Program Structure & Algorithms and graded assignments	
Software Engineer Meix Fintech	Sep 2021 – Dec 2022 Shanghai, China
<ul style="list-style-type: none">Designed and implemented a centralized system with user authentication, online contract signing, and multi-party signing, providing stable interface services to internal systems and cooperative brokersHeaded maintenance and optimization of a SaaS-based online contract signing platform built on Spring Boot/React and Ali Cloud, delivering reliable services to > 1000 private equity funds in ChinaEnhanced database performance by optimizing indexing strategies and designing a new, more efficient database schema, leading to a 30% improvement in query performance after system reconstructionDeveloped and integrated Restful APIs for financial data exchange, utilizing JSON Web Tokens (JWT) for secure authentication, ensuring seamless data interaction with top-tier securities firmsBuilt robust test environments from scratch on Cloud and configured Jenkins CI/CD pipelines for automated testing and deployment	
Software Engineer Meituan Financial (China equivalent Doordash)	Jul 2020 – Aug 2021 Shanghai, China
<ul style="list-style-type: none">Collaborated with the Anti-Fraud Project Manager to gather and refine user requirements, maintained and updated the anti-fraud project using a Spring Boot/Vue architecturePromoted and executed the migration of system architecture from Spring Boot to Spring Cloud, and successfully integrated the anti-fraud system into the new architecture	

Technical Skills & Certification

Programming & Scripting Languages: *Java, Python, PL/SQL, JavaScript, Typescript, C++, Shell*

Frameworks & Libraries: *Spring MVC, Spring Boot, React, Node.js, Flask, Spark, Hibernate, Swagger, RabbitMQ*

Tools & Platforms: *Azure, Docker, Jenkins, Git, Linux, Tomcat, MySQL, Oracle, MongoDB, Redis, postman, A/B Test*

Certification: *AWS Certified Solutions Architect - Associate*