Rui Zhang

+491724513681 | @ ether852@gmail.com | in LinkedIn | GitHub | Portfolio | Berlin, Germany

EDUCATION

Friedrich Schiller University Jena   Jena, Germany
M.Sc. in Medical Photonics   *Oct 2018 – Jul 2021*

Northeastern University   Shenyang, China
B.Sc. in Applied Physics   *Oct 2014 – Jun 2018*

EXPERIENCE

GitLab   Remote
Customer Success Engineer   *Dec 2024 – Present, Full time*

* Act as a trusted technical advisor for enterprise clients, ensuring long-term success and risk-aware adoption of DevSecOps workflows.
* Led cross-team initiatives between sales, renewals, and technical support to align territory responsibilities and improve coordination.
* Supported governance discussions with clients on compliance, security integration, and strategic use of GitLab in regulated environments.

Red Hat   Remote Germany
Consultant   *Jan 2023 – Nov 2024, Full-time*

* Implemented and automated OpenShift installation and configuration including storage, logging, monitoring and so on with a GitOps workflow.
* Implemented and automated OpenShift Virtualization solutions using Ansible Automation Platform.
* Implemented CI/CD pipelines for enhancing software supply chain efficiency.
* Provided guidance to client teams on DevOps culture and principles.
* Contributed to application modernization projects by helping to implement microservices architecture.

Technical Graduate   *Sep 2021 – Dec 2023, Full-time*

Institute of Diagnostics and Interventional Radiology   Jena, Germany
Research Intern   *Aug 2019 – Jul 2021, Internship*

* Engaged in collaborative research within the research institute for analyzing MRI metrics of Multiple Sclerosis patients.
* Utilized MATLAB and Python to extract and analyze MRI data.
* Optimized and trained machine learning models for MRI statistics analysis.
* Implemented and optimized image data quality assessment methods using Python.

SKILLS

Technical: Git, CI/CD, DevSecOps, Kubernetes, Automation, TensorFlow

Research: Experimental design, interdisciplinary methods, systematic problem-solving, strategic thinking

Scripting Languages: Java/Spring Boot, Python, MATLAB, R, Go, Bash

Languages: Chinese, English, German

PROJECTS

Cross-Team Alignment Initiative at GitLab   Ongoing

- ∗ Initiated and led coordination project across sales, renewals, and technical support to reduce misalignment in territory ownership.
- ∗ Outcome: Increased clarity of responsibilities and reduced delays, serving as an example of transparency and collaboration in distributed teams.

Independent AI Safety Study   Ongoing

- ∗ Engaged in self-directed study on AI safety, with emphasis on security, governance, and cooperative AI frameworks.
- ∗ Outcome: Built a foundational understanding of risks in AI deployment and opportunities for improving oversight mechanisms.

RESEARCH INTERESTS

(Cooperative AI)

- · AI Safety (oversight & control, governance, security)
- · AI for facilitating human cooperation: designing agents that foster trust, fairness, and more e ective collaboration.)
- · Coordination challenges: human-AI interaction, multi-agent cooperation, and mitigation of coordination failures.
- · Application of behavioral science insights to improve AI alignment and governance.