

# QIONGLIN (TRACY) DAI

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## EDUCATION

### **M.S. Information Technology and Management**

The University of Texas at Dallas, Dallas, TX

**Sep 2014 - Dec 2019**

GPA 3.94

### **M.S. Finance**

University of Denver, Denver, CO

**Sep 2011 - Aug 2013**

GPA 3.67

### **B.S. Thermal Energy and Power Engineering**

Central South University, Changsha, China

**Sep 2007 - Jun 2011**

GPA 3.31

## QUALIFICATIONS

**Programming Languages:** Java, Python, Ruby, TSQL, Spark SQL, HTML, CSS, C/C++

**Framework and Tools:** AWS Redshift, MongoDB, Git, Bitbucket, Google Cloud BigQuery, Apache Airflow, Flask, Django, Hadoop, Looker, Tableau, VBA

**Operating systems:** Windows, Linux/Unix, Mac

## INDUSTRY EXPERIENCE

**Software Development Engineer**, Amazon Web Services, Seattle, WA

**Aug 2020 – Present**

- Test new version of CodeDeploy agent under different OS in beta, and release CodeDeploy agent in multiple regions. Work with customer to resolve client end CodeDeploy agent issue identified on on-premises devices
- Code change on Canary logic to pick up the latest CodeDeploy agent, helping monitor and alarm when new version agent has unexpected issue
- Create VPC endpoint support service for CodeDeploy in multiple regions, by creating materials like new service account, IAM role, Odin material and load balancer from LPT package. Route inject load balancers and create VPC endpoint via PrivateLink. Create dashboards and alarms to monitor service health.
- Serve as primary oncall and secondary oncall with Sev2, customer question and office hour sessions.

**Sr Data Analyst**, Real Time Resolutions Inc., Dallas, TX

**Dec 2014 – Jul 2020**

### **Project: Python front-end and back-end development**

- Programmed pipeline process to prepare system data, load data via third party RESTfull APIs and retrieve results back to our CRM system. This process initiates multi-channel communication with customer, and enables hourly base communication strategy adjustment, increasing 8% of company monthly revenue

### **Project: Data Warehouse for Analytics and Machine Learning Platform Design**

- Structure warehouse migration project from Microsoft SQL Server system to Redshift platform using SSIS packages, Apache Airflow pipeline solutions and S3 data lake
- Restructure dialing system SQL Server database architecture to improve data integrity from more than 20 structured and unstructured (NoSQL) inputs, which simplified control process of consumer communication regulation requirements

### **Project: Data Visualization and Machine Learning Models**

- Design call strategy optimization model on Anaconda platform by analyzing 10 million call detail records (“CDR”) per month on mortgage and consumer loans. This predictive model saved 25% of operation efforts by optimizing dialing strategy and filtering out borrowers’ bad phones

**Data Strategy Specialist**, Restaurant Solutions Inc., Denver, CO

**Aug 2013 – Aug 2014**

- Designed SQL Server Database to integrate data from multiple departments, developed and modified stored procedures, functions, case statement and views, reducing 70% of data manipulating time from manual data normalizing method