Xiaoyi Cai

Personal Information

Age: 29   Tele.: 18602676437   E-Mail: xiaoyi_cai@hotmail.com

Education

· **Xi'an Jiaotong Liverpool University** (XJTLU) Suzhou, China, Sep 2008 - Sep 2010
· **University of Liverpool, Liverpool**, UK, Sep 2010 – Jul 2012, Bachelor of Science, Major: Computer Science
· **University of Edinburgh, Edinburgh**, UK, Sep 2012 – Sep 2013, Master of Science, Major: Informatics

Working Experience

Standard Chartered Globle Business Services Co., Ltd. China

· **Production Support Sepcialist – May 2016 ~ Now**

Change management
- Act as approver of each changes.
- Hold weekly meeting to review all the changes which are going to be happened on the next weekend.
- Separate meetings are arranged with different project teams for separate changes to understand what the change is and what is the impact of the change
- Do the performance review for those changes, and provide performance signoff accordingly

Incident management
- Hold weekly meeting to review the pending incident issues with users.
- Provide daily incident issue support.
- Do the analysis for all the production technical issues for five projects. Find out the root cause of the issues, and prepare the solution.
- Hold bi-weekly meeting with vendors (Moodys) to discuss on the pending incident issues.

Batch management
- Monitor daily batches for five projects.
- Develop monitor tools to monitor the application performance.
- Closely monitor the applications' batch process to evaluate the potential performance issue and the reliability of the designs.
- Provide Oracle first level support when there is performance issue.
- Provide Oracle/ETL/Linux/Windows support when there is failure on daily application batches.

Project management

- Be the stream lead on PSS side for two projects.
- Work with development team, testing team, business team to evaluate the project/application design and the feasibility of the new requirements.
- Maintain the existing code for five projects. Do the hotfix when there is production issue or there is urgent requirements from business.
- Do the research and evaluation of the feasibility of the new project/application.
- Prepare the technical specification to development team if there is need to involve development team in the production issue fix.

Standard Chartered Globle Business Services Co., Ltd. China

Sofware Developer -- Mar 2014~ May 2016

Project Development

- Design the applications' architecture and data flow.
- Design and develop the batches process for five different regulatory projects. Component: Shell scripts, PL/SQL scripts and ETL
- Modify the existing code based on the new requirements from Business Team and Production Support Team.
- Draft and Maintain the 'Application System Run Maunual' and 'Application Disaster Recovery Plan' for two projects.
- Work with Business team directly to get the requirements. And prepare the technical specification for the future development.
- Design and prepare the testing cases for the newly developed code.

Release management

- Act as release manager to coordinate the change release.
- Work closely with PSS team to help them to understand the change and get approval from them.
- Do regular update to stakeholders regarding the change release status.

Environment and Infrastructure management

- Provide ENV & INFRA (Linux/Windows/Oracle) daily support for five projects.
- Build new environments to new projects. Include windows/linux server configuration, storage/memory allocation, ORACLE installation/configuration, vendor (Moodys) application installation/configuration.

Skill Set

English: Three years education background in UK and over four years working experience in English environment.

Oracle: Have advanced oracle knowledge. Over four years working experience on Oracle database, can provide the first level support on Oracle issue. And good at PL/SQL script development.

Linux Server: Have advanced knowledge on shell script.

Windows Server: Have advanced knowledge on window server build. And good that power shell script.

FERMAT/ Risk Foundation: Have advanced knowledge on these two Moodys application. Over four years' working experience on this.

Java: Four years campus experience on Java.

Datastage: Advanced knowledge.

Control-M: Advanced knowledge.

Honours

- Top 3 in the team for each year's performance review.
- 2018 Q2 FM/TS valued champion winner