# 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