Emily Hoang

Overview

Over the past four years, I have been an invaluable member of multiple high-performing teams, leading successful initiatives that have brought transformative changes to businesses. My endeavours range from constructing powerful customer communication platforms to executing time-sensitive migrations of large services to the cloud or enhancing the observability of numerous services.

Not long ago, I had an opportunity to contribute to delivering one of the largest loyalty platforms in the Australian retail market, collaborating with a global team to achieve remarkable results.

I actively collaborate with my teammates by listening to them, valuing their perspectives, and working together to enhance both the products and processes.

I take pride in my agility and adaptability, readily embracing new technologies and continuously expanding my skill set.

With a growth mindset and a solid background in full-stack web development, including expertise in back-end, front-end, DevOps, and infrastructure, I am a motivated and proactive developer.

Dedicated to continuous improvement, I actively seek to enhance my knowledge and skills, implementing high-quality software practices such as Agile methodologies, event-driven domains, microservices, and object-oriented designs. I am passionate about personal and team growth and actively contribute to knowledge-sharing initiatives, such as organising brown bag sessions, tech huddles, and facilitating workshops on multiple topics such as building high observability and designing solutions for Cross VPC resource access with multiple communities.

I thrive in purpose-driven organisations where I can make a meaningful impact. I am eager to join a strong team that will provide opportunities for my professional growth while also allowing me to mentor and support others in their development journeys.

Experience

Major Australian Banking Company

July 2023 - September 2023

I played a pivotal role in multiple streams of work aimed at modernising a critical service of the company.

My contributions included:

- Replacing the outdated tech stack with a modern, endorsed framework, and sharing best practices with the engineering community.
- Establishing a streamlined pipeline that automated build, testing, security scanning, and deployment processes.
- Documenting the entire service and pipeline setup comprehensively.
- Designing and implementing a high-availability platform to enhance system reliability and scalability.

Tech Stack:

- AWS (Kafka, IAM, Redis)
- Terraform
- Typescript
- Ruby
- Git Actions

Major Australian Airline Company

February 2023 - May 2023

As an invaluable member of an observability team, I contributed to major milestones in system monitoring and performance enhancement.

My contributions included:

- Established robust monitoring infrastructure for real-time tracking of critical metrics.
- Implemented distributed tracing capabilities to identify performance bottlenecks.
- Set up Service Level Objectives (SLOs) for multiple services.
- Implemented observability as code for standardised and scalable infrastructure monitoring.
- Provide a comprehensive Observability Guide that serves as a foundational resource for over 100 services, standardising best practices and streamlining the observability setup.

Tech Stack:

- AWS (S3, IAM, DynamoDB)
- Terraform
- Java

- Typescript
- Kotlin
- Datadog

Major Australian Retail Company

August 2021 - February 2022

As a key member of a cross-functional team, I contributed to implementing a large-scale subscription platform that uses event-driven and microservices architecture.

My contribution included:

- Developed the core service for managing subscriptions and payment processing.
- Supported the seamless migration of existing customers to the new platform.
- Employed best engineering practices and facilitated knowledge sharing through various initiatives.

Tech Stack:

- AWS
- Kafka (MSK) & Avro (Confluent Schema Registry)
- Spring Boot with Kotlin
- Golang
- GraphQL
- React
- Mockoon
- Pactflow
- Terraform
- Stripe
- Auth0

Major Australian Software Company

November 2020 - July 2021

My contribution was significant in two migration projects:

1. Migrating a critical service from their datacenter to AWS Cloud:
    - Expanded the deployment of an internal PaaS capability to deploy multiple services into a shared and centrally managed secured network.

    - Managed risks, dependencies, and technical complexities during the migration.

2. Migrating a critical service database from AWS RDS to DynamoDB:
   ● Orchestrated the database migration using AWS DMS.

   ● Seamlessly migrated multiple tables with large amounts of records, one of which contained six billion records.

Tech Stack:

● AWS services (CloudFormation, EC2, SQS, VPC, SNS, DynamoDB, DMS, RDS)
● Ansible
● Python
● Node.js
● Typescript
● Bamboo
● BitBucket

The Global Bahmni Project

February 2020 - March 2020

I contributed to enhancing the capabilities of the Bahmni system during the COVID-19 pandemic, supporting various tasks related to the crisis:

● Facilitated video calls between patients and doctors.
● Enhanced system capabilities for managing patient information, testing, and treatment.

Tech Stack:

● .Net Core
● C#
● Docker
● PostgreSQL

Major Australian Accounting Software Company

November 2019 - June 2020

I contributed to developing a platform for timely customer communications, focusing on backend development, DevOps practices, and cloud infrastructure:

● Implemented a comprehensive monitoring system for cloud-based applications.
● Facilitated team onboarding and showcased project achievements.
● Implemented a comprehensive monitoring system for cloud-based applications.

Tech Stack:

- AWS services (EKS, DynamoDB, S3, SNS, SQS, AWS Glue, Kinesis stream, Firehose, CloudWatch)
- Configuration Language: Terraform
- Framework: .NET Core
- Programming Language: C#, Kotlin
- Docker
- TeamCity
- Observability tools: NewRelic, Sumo Logic
- Microsoft SQL Server
- batect

ThoughtWorks University

October 2019 - November 2019

As part of ThoughtWorks University, I worked on a simulated project that aimed to enhance the e-commerce capabilities of an established application, addressing security and functional issues while implementing new features.

My contribution included:

- Delivered new functionalities and resolved defects.
- Facilitated Agile ceremonies and contributed to team culture.

Tech Stack:

- Java
- Spring
- JUnit
- Mockito
- Selenium
- Java servlet
- React
- SQL
- GoCD

Skills

- **Programming Languages**: Java, C#, Javascript, Typescript, React, Ruby
- Configuration Languages: Terraform, CloudFormation

- **AWS services:** VPC, EC2, EC2 Auto Scaling, S3, EFS, Glue, Kinesis, MSK, SNS, SQS, ECR, ECS, CLI, Workspaces, CloudWatch, CloudFormation, DMS, ELB, IAM, KMS, Kafka
- **Databases**: DynamoDB, Amazon RDS, MySQL, Aurora Serverless v2
- **Observability Tools**: Datadog, New Relic, Splunk, Sumo Logic
- **Source Control**: BitBucket, Github
- **Pipelines**: Git Actions, TeamCity, ArgoCD

My dedication to delivering high-quality software, embracing best practices, and fostering a collaborative team environment makes me a valuable asset to any organisation. I am committed to continuous improvement and am passionate about making a meaningful impact through my work.