

HANNAH YAO

Software Engineer

 hannahxyao03@gmail.com  Melbourne, VIC 3000

Professional Experience

- National Australia Bank**
Associate Engineer – Payments Orchestration Team
January 2024 – Present
 - Developed and maintained enterprise-grade Java applications and APIs, writing robust, scalable code for various internal microservices.
 - Collaborated with cross-functional teams to contribute to major initiatives, such as:
 - IFTI Send, which utilises the new IFTI business service to settle domestic legs of international payments via NPP (New Payments Platform) instead of RTGS,
 - Payee migration following NAB’s acquisition of Citibank,
 - PayAnyone project.
 - Conducted performance and load testing to optimise system efficiency for core banking operations.
 - Actively engaged in production support operations – including identifying, troubleshooting, and resolving live incidents to ensure system stability, reliability, and performance.
 - Automated processes by building Jenkins pipelines for tasks such as database migration rollback and key rotation – improving efficiency and reducing manual errors.
 - Utilised industry-standard technologies such as AWS, Jenkins, Splunk, and Harness.
- Software Engineer Intern – Payments Orchestration Team**
January 2023 – December 2023
- Business Continuum**
Software Specialist Intern
January 2022 – December 2022
 - Implemented cloud-based software solutions such as Xero, WorkflowMax, Xero Practice Manager, DEAR Systems, and Scoro for clients across various industries.
 - Engaged directly with clients to understand their business requirements – providing customised solutions and technical support.
 - Developed data cleansing scripts using Python to reduce manual effort and improve accuracy.
 - Collaborated with the marketing team to redesign and build the new Business Continuum website.

Education

Bachelor of Computer Science
Monash University *Feb 2021 – Nov 2024*

Technical Skills

- AWS
- Docker
- Git
- Harness
- HTML/CSS
- Java
- Javascript/Typescript
- Jenkins
- Kafka
- Kubernetes
- Python
- React and Next.js
- Splunk
- Spring/Spring Boot
- SQL
- Swift
- Terraform

Soft Skills

- Strong communication skills, with the ability to articulate complex concepts in a simple manner.
- Highly analytical and a critical thinker, able to resolve issues, identify their root causes, and develop effective solutions.
- Thrives in collaborative environments and always eager to learn from others and contribute to team efforts.