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SUMMARY

13 years of work experience in IT

7 years experience as an DevOps/SRE

Specialized in monitoring and automation

Extensive experience in on-premise & cloud

Infra as Code

Config as Code

Linux

Full Stack Development

EXPERIENCE

2024 - Now
full time

Site Reliability Engineer

SHEIN Group - SHEIN Technology LLC

Contributing to the reliability and availability of the system

- Achieved 99.998% system uptime through proactive capacity planning and optimization.
- Improved incident response and resolution to minimize downtime and impact by meeting SLA goals of MTTA < 1 min, MTTR < 5 min, MTTR < 10 min, managing incidents.
- Strengthened system efficiency through scaling strategies and innovative solutions.
- Cultivated team collaboration and led continuous improvement in SRE practices.
- Advanced operational excellence by implementing tools and methodologies to enhance system reliability.

2024
full time

DevOps Build Engineer

Tencent - Timbre Games

- Automated game build tasks on TeamCity, enhancing efficiency and reliability in build processes.
- Designed and implemented an auto-scaling build farm, integrating Perforce, TeamCity, and AWS (EC2, EBS) to dynamically scale build agents based on demand.
- Reduced build queue time by 80%, significantly improving build turnaround time and developer productivity.
- Configured seamless integration among key components to optimize workflows and resource utilization.

Projects: Auto-scaling build farm

Configuring the integration among different components like Perforce, Teamcity and AWS (EC2 and EBS) to allow auto scaling build agents on demand. Reduced build queue time by 80%

2022 - 2023
full time

Senior DevOps Engineer

Offworld Industries

- Delivered a web application called *Robomerge* to boost development productivity by 90%
- Improved website and game web service reliability by 40% through enhanced development and operations.
- Saved hundreds of team hours monthly by integrating an open-source utility into Unreal Engine workflows for streamlined conflict resolution.

Projects: Robomerge

Integrated an open-source utility in the Unreal Engine to the team's process to automatically merge code branches and warn people on Slack about any conflicts. It saved the game team hundreds of hours every month to deal with merge conflicts

2019 – 2022
full time

DevOps Site Reliability Engineer

Readymode

- Automated infrastructure provisioning with Python, Ansible, and AutoIT, reducing setup time by 80% and saving 100+ engineering hours weekly.
- Built a deployment tool to help the company to increase system reliability by 200%
- Redesigned the Committee deployment tool, boosting system reliability by 200% and improving visibility, flexibility, and rollback capabilities.

Project: Infrastructure Provisioning Automation

The sale team was doing too well, so our customers grew too rapidly. We needed more servers. We are asked to manually install OS and software dependencies repeatedly to keep up with our growth. I fully committed to the task assigned, but I learn how to automate the process whenever I have time. After a while, I managed make the process 80% faster by automating with Python, Ansible and AutoIT.

Project: Committee II

As the number of our servers grow rapidly, code deployment became very unreliable. Things break often. We need to efficiently and reliably deploy the code with the flexibility on who gets what version. I rewrote our code deployment tool called "Committee". It was faster and kept records in the database. The new deployment tool was faster and more reliable with visibility, flexibility and easy to rollback.

2019
full time

Software Development Engineer

Volkswagen - PayByPhone

- Improved a .NET application a bit with test-drive development in C#
- Expanded the functionality of an API service by Integrating AWS web services
- Enhanced some AWS cloud infrastructure orchestration with terraform

2016 – 2019
full time

Intermediate Software Development Engineer

XenCALL

- Led a team to build a sales pipeline system to help users to grow their sales by 200%
- Led a team to create a gamification system to train 100k+ users to learn software features
- Led a team to create an advance search system to improve lead info search speed by 70+ %
- Built a licensing system to help the company to collect 30+ thousands dollars missing revenue
- Created a system to track tech support agents stat to reduce management workload by 80%

Project: Gamification Training System

Led a team to create a gamified training system with quests for learning complex software features. Collected user data for troubleshooting and assessment. Accelerated user onboarding and improved training engagement.

Project: Sales Pipeline Optimization

Developed a fast-performing application to track sales leads and bottlenecks. Used data caching, aggregation, and query optimization for speed. Improved customer ability to manage sales pipelines effectively.

2014 – 2016
full time

Junior Software Development Engineer

XenCALL

- Developed a payment website to help over 1000+ clients to make payment online easily
- Developed call center data reports to improved data visibility to gain 100+ user complements

Project: Tech Support Performance Management System

Created a system to track tech support agents' work hours and calculate wages accurately. Ensured fair pay, motivated punctuality, and clarified promotion criteria.

Project: Agent, Call Log, and Dialer Reports

Developed reports to extract and present call center data with filtering, sorting, and heatmap features. Improved data visibility, enabling better decision-making.

2012 – 2014
full time

Interactive Test Engineer

Gaming Laboratories International

- Performed source code review on gambling software to ensure fidelity
- Developed software programs to automate repetitive testing procedures
- Performed manual QA tests and regression tests to detect software bugs

EDUCATION

2008 – 2012

Bachelor's Degree of Computer Engineering (Software Option)

University of British Columbia