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SUMMARY

13 years of work experience in IT

7 years experience as an DevOps/SRE

Specialized in troubleshooting and automation

Rich experience in high-availability systems

Infra as Code

Config as Code

Linux

Full Stack Development

EXPERIENCE

2024 - Now

Site Reliability Engineer

SHEIN Group - SHEIN Technology LLC

Responsible for the reliability and availability of the system

- Building scripts/tools to automate the operation process including disk analysis and changes, network analysis and update.
- Practicing chaos engineering and performed drills to ensure the fail over redundancy can work when the primary system is malfunctioning.
- Incident response and root cause analysis in production environment.
- Managing Kubernetes clusters deployments, scaling, version upgrades, resource demand analysis and adjustment.
- Managing system components like Mysql, Redis and Kafka etc.
- Extensively setting up and leverage Monitor and Alarm.
- Managing infrastructure on Azures
- ssh into Unix/Linux operating systems and using linux commands to perform operation work

Project: automated massive disk replacement operations

Developed some scripts to automate the process of evaluating adjusting disk capacity

Project: network configuration detection and modification tool

Developed some a web tool to scan complex configurations and detect errors and make adjustments

2024

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	Senior DevOps Engineer - Delivered a web application called <i>Robomerge</i> 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. <i>Projects: Robomerge</i> <i>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</i>	Offworld Industries
2019 – 2022	DevOps Site Reliability Engineer - 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. <i>Project: Infrastructure Provisioning Automation</i> <i>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.</i> <i>Project: Committee II</i> <i>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.</i>	Readymode
2019	Software Development Engineer - 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 <i>Project: Parking Patroller software</i> <i>Developped an application to help the Patroller to check if someone has paid for parking Provid- ing parking info like grace period and time parked and time to expire Giving tickets to parking violators</i>	Volkswagen - PayByPhone
2016 – 2019	Intermediate Software Development Engineer - 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% <i>Project: Gamification Training System</i> <i>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.</i> <i>Project: Sales Pipeline Optimization</i> <i>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.</i>	XenCALL

2014 – 2016	Junior Software Development Engineer - 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 <i>Project: Tech Support Performance Management System</i> <i>Created a system to track tech support agents' work hours and calculate wages accurately. Ensured fair pay, motivated punctuality, and clarified promotion criteria.</i> <i>Project: Agent, Call Log, and Dialer Reports</i> <i>Developed reports to extract and present call center data with filtering, sorting, and heatmap features. Improved data visibility, enabling better decision-making.</i>	XenCALL
2012 – 2014	Interactive Test Engineer - 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 <i>Project: C++ program to automate testing process</i> <i>Developed a desktop tool to automate some game testing process. Automatically run slot machine games and verify if the result is expected.</i>	Gaming Laboratories International

EDUCATION

2008 – 2012	Bachelor's Degree of Computer Engineering (Software Option)	University of British Columbia
2016	Unity VR Developer Workshop	Circuit Steam
2018	Introduction to Agile and Scrum	Agile 42
2019	Introduction on Deep Learning	CloudXLab

VOLUNTEER EXPERIENCE

2024 – Now	Technical Manager Website development and maintenance, events preparing and hosting	Career Up Club
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