Lou Chang

DevOps / Backend Engineer | CI/CD, Cloud, Linux

Toronto, ON, Canada

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Highlights

- 5+ years in software engineering with increasing focus on CI/CD, cloud infrastructure, and production reliability across healthcare, finance, and B2B SaaS environments.
- Built and maintained CI/CD pipelines (Azure DevOps, GitLab CI), administered self-hosted GitLab on Linux (CentOS/RHEL), and supported production incident response and troubleshooting.
- Proven ability to improve system performance and reliability under production constraints—optimized critical workflows from minutes to seconds while maintaining system uptime.

Experiences

Self-employed (Remote)   *Toronto, ON, Canada*
Independent Software Engineer (Contract)   *Sep. 2024 - Present*

- Built a real-time monitoring dashboard using Angular, providing operational visibility and alerting for IoT sensor data.
- Developed dynamic DOCX generation logic handling variable table rows and multiline content based on user input, reducing manual document adjustments.
- Automated AWS infrastructure provisioning (EC2, S3, networking) using Terraform and GitHub Actions, reducing environment setup from X hours to Y minutes through infrastructure-as-code.

Duotify Inc.   *Taipei, Taiwan*
Web Development Engineer   *Jun. 2020 - Jan. 2024*

- Built and maintained CI/CD pipelines in Azure DevOps; managed self-hosted GitLab CI runners, automating deployment workflows and cutting release preparation time by 30+ minutes.
- Administered self-hosted GitLab CE on CentOS Linux (VM + Docker)—maintained runner availability, resolved pipeline failures, and contributed to RHEL migration planning.
- Set up and maintained AWS infrastructure (EC2, S3, RDS) for production workloads, handling provisioning, access control, and capacity planning.
- Responded to production incidents across healthcare, finance, and biotech domains; performed troubleshooting and fixes. Optimized critical database workflows from 3 minutes to 4 seconds.

Unitech Computer Co., Ltd.   *Taipei, Taiwan*
ERP Application Development Engineer   *Mar. 2019 - Jun. 2020*

- Maintained enterprise B2B ERP systems in production environments, ensuring system stability, data integrity, and minimal downtime for business-critical operations.
- Improved database reliability through SQL Server query optimization and proactive monitoring; evaluated infrastructure modernization paths and led migration strategy assessments.

SYSTEX UCOM Information Technology Co., Ltd.   *Taipei, Taiwan*
Internship   *Jul. 2018 - Mar. 2019*

- Supported legacy enterprise production systems, gaining hands-on experience in safe deployment practices, change management, and production support workflows.

Education

Seneca Polytechnic   *Toronto, Canada*
Diploma, Computer Programming   *May. 2024 - Aug. 2025*

Hwa Hsia University of Technology   *New Taipei City, Taiwan*
Bachelor's, Department of Information Management   *Jun. 2018 - Aug. 2020*

Technologies

CI/CD & Automation	Azure DevOps Pipelines, GitLab CI (self-hosted), GitHub Actions, Docker, Shell scripting
Cloud & Infrastructure	AWS (EC2, S3, RDS), Azure App Service, Terraform, Linux (CentOS/RHEL)
Development	C#, .NET (ASP.NET Core/MVC), SQL Server, PostgreSQL, TypeScript, Python, Bash
Certification	Microsoft Azure Fundamentals (AZ-900)