

Luo, Jiahai

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EDUCATION

The University of Melbourne <i>Master of Science (Computer Science)</i>	Parkville, Victoria, Australia March 2018 - December 2019
<ul style="list-style-type: none">• Coursework: Artificial Intelligence, Machine Learning, Distributed Systems, Cloud Computing, Programming Language Implementation• Research: Explainable Artificial Intelligence (supervised by Professor Tim Miller)• Award: Runner-up (second place) in the Pac-Man Tournament 2019 of AI Planning for Autonomy	
<i>Bachelor of Science (Computing and Software Systems)</i>	March 2015 - December 2017
<ul style="list-style-type: none">• Coursework: Computing, Algorithms, Software Modelling and Design, Database Systems, Computer Systems• Study overseas: Peking University Summer School International Program 2016 in Beijing, China; completed the following subjects taught in Chinese: Biometric Authentication, International Collegiate Programming Contest Training.	

EXPERIENCE

REA Group (realestate.com.au) <i>Software Developer, Product & Audience</i>	Richmond, Victoria, Australia March 2024 - Current
<ul style="list-style-type: none">• Managed and operated the customer data platform that powers customer experiences for real estate businesses and individuals.• Contributed to the development of Customer Marketing Journey; built a service to populate marketable audiences and ingest them into the marketing platforms, enabling omni-channel marketing notifications for customers.• Led the development of an email archiving service, collaborating cross-team; defined a feature delivery plan to coordinate tasks; implemented a solution to extract and archive emails, facilitating access to the email communication history.• Employed a blue/green deployment to upgrade a PostgreSQL database on RDS, reducing downtime from 15 minutes to 20 seconds.• Mentored junior developers to help with their career growth, sharing technical knowledge and experience to achieve their goals.	
Amazon Web Services (AWS) <i>Software Development Engineer, Builder Tools</i>	Sydney, New South Wales, Australia October 2021 - March 2024
<ul style="list-style-type: none">• Managed and operated the Modelled Change Management tool that is used to define, review, schedule and execute changes to systems.• Contributed to the development of Website Modernisation; participated in user research to refine the design; built a new website in React to replace the legacy Ruby on Rails website, modernising frontend interface and enhancing user experience.• Contributed to the development of Change Automation; drove discussions to resolve technical challenges; defined a plan and implemented it to reform ingestion strategy to persist new data in secondary storages.• Led the development of an automated change execution service; designed and implemented a solution on Step Functions to enable execution of automated changes to other systems, increasing change velocity and reducing user toil.• Addressed performance challenges for communications between the API and storages; remodelled document index mapping on Elasticsearch and utilised single-table design on DynamoDB, reducing service respond time for searching and querying.	
Deloitte <i>Software Development Consultant, Core Business Operations</i>	Melbourne, Victoria, Australia March 2020 - October 2021
<ul style="list-style-type: none">• Delivered technical consulting services to external organisations and clients; devised cloud-based solutions and renovated software systems using API, cloud technologies, and container orchestrations.• Contributed to the development of a data transfer service; built an ETL service on Microsoft Azure to extract data from a storage system, transform the data, and load it into Dynamics 365, minimising the manual effort required for data transfers.• Contributed to the development of message transit microservices; implemented an automated behaviour-driven development testing solution in Cucumber for the microservices on OpenShift, assuring software quality and improving team productivity.	
The University of Melbourne <i>Teaching Assistant, School of Computing and Information Systems</i>	Parkville, Victoria, Australia March 2019 - December 2019
<ul style="list-style-type: none">• Tutored, demonstrated and supervised the following subjects: Foundation of Computing, IT Project.• Assisted course coordinators in conducting tutorial and practical classes, preparing teaching materials, hosting consultation hours, assessing student assignments, and supervising examinations; actively collected feedback to improve teaching quality.	

SKILLS

Functional: Full-stack Software Development, Site Reliability Engineering, Cloud Computing, Database, Networking, Machine Learning
Technical: Python, TypeScript, Java, C, AWS (EC2, ECS, CloudFormation, DynamoDB, RDS, Lambda, S3, Step Functions, SNS, SQS, Kinesis, CloudWatch), Docker, Elasticsearch, Kafka, GraphQL, Node.js, SQL, Ruby, Buildkite, Splunk, LaTeX