





Luo, Jiahai

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PROFESSIONAL EXPERIENCE

REA Group (realestate.com.au)

Richmond, Victoria, Australia

Software Developer

March 2024 - Present

- **Department:** Customer 360, Customer Marketplace, Customer Product & Experience
- Worked on the software platform and data that power the customer experiences for real estate agencies and businesses.
- Contributed to developments of Customer Marketing Journey, building services to manage marketable audiences and publish data to the marketing platform, enabling omni-channel marketing notifications.
- Led development of Customer Marketing Email Archiver, building a service on Lambda to process and archive emails receiving from SES, facilitating access to the marketing communication history.

Amazon Web Services

Sydney, New South Wales, Australia

Software Development Engineer

October 2021 - March 2024

- **Department:** Modelled Change Management, Builder Tools, Amazon Software Builder Experience
- Worked on the software tool that used to define, review, schedule and execute changes to production systems.
- Contributed to developments of Website Modernisation, building a new React website to replace the legacy Ruby on Rails site, modernising user interfaces and enhancing user experiences.
- Contributed to developments of Change Automation, building services to automate changes on integrated systems, increasing change velocity and reducing errors and user toil.
- Led development of Executor for Change Automation, designing and delivering the system architecture, building activity workers on Step Functions to manage the execution of automated changes.
- Optimised search strategy in the API services, achieving a 30% increase in search speed on Elasticsearch through re-modelling the document structure and index mapping.
- Optimised data persistence strategy in the API services, achieving a 20% increase in read/write speeds on DynamoDB through practising single-table design on non-relational database.

Deloitte

Melbourne, Victoria, Australia

Consultant

March 2020 - October 2021

- **Department:** Cloud & Engineering, Core Business Operations, Consulting
- Provided technical consulting services to external organisations, developing cloud-based solutions and software systems leveraging cloud technologies and container orchestrations.
- Built an application on Microsoft Azure to transform invoices and ingest data into Dynamics 365.
- Built micro-services on OpenShift to transfer high volume real-time weather data. Developed testing solutions in Cucumber.

The University of Melbourne

Parkville, Victoria, Australia


Teaching Assistant

March 2019 - February 2020

- **Department:** School of Computing and Information Systems, Faculty of Engineering and Information Technology
- Tutored, demonstrated and supervised the following subjects: Foundation of Computing, IT Project.

TECHNICAL SKILLS

Functional: Software Development, Site Reliability Engineering, Cloud Computing, Database Management, Machine Learning

Technologies:  Hugging Face, Python, TypeScript, Java, C, AWS, Docker, Kafka, GraphQL, Node.js

EDUCATION

The University of Melbourne

Parkville, Victoria, Australia

Master of Science (Computer Science)

March 2018 - December 2019

Bachelor of Science (Computing and Software Systems)

March 2015 - December 2017

- **Coursework:** Algorithms, Artificial Intelligence, Machine Learning, Computer Systems, Distributed Systems, Cloud Computing, Programming Language Implementation, Discrete Mathematics and Operations Research
- **Research:** Explainable Artificial Intelligence (supervised by Professor Tim Miller)

Peking University

Beijing, China

PKUSSI (Peking University Summer School International) Program 2016

July 2016

- **Coursework:** Biometrics