

Luo, Jiahai

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EDUCATION

The University of Melbourne <i>Master of Science (Computer Science)</i> <i>Bachelor of Science (Computing and Software Systems)</i>	Parkville, Victoria, Australia March 2018 - December 2019 March 2015 - December 2017
<ul style="list-style-type: none">• 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)• Awards: Runner-up (second place) in the Pac-Man Tournament 2019 of AI Planning for Autonomy, Melbourne Global Mobility 2016	
Peking University <i>Peking University Summer School International Program 2016</i>	Beijing, China July 2016 - August 2016
<ul style="list-style-type: none">• Curricular Activities: Advanced Biometrics, International Collegiate Programming Contest Training Camp	

TECHNICAL SKILLS

Functional: Software Development, Site Reliability Engineering, Cloud Computing, Database Management, Machine Learning
Technologies: Python, TypeScript, Java, C, AWS, Docker, Kafka, GraphQL, Node.js, SQL, \LaTeX

PROFESSIONAL EXPERIENCE

REA Group (realestate.com.au) <i>Software Developer</i>	Richmond, Victoria, Australia March 2024 - Present
<ul style="list-style-type: none">• Worked in the Customer 360, Customer Marketplace, Customer Product & Experience; managed and operated the software platform and data that power customer experiences for real estate agencies and businesses.• Contributed to the development of Customer Marketing Journey; built interfaces to populate marketable audiences and publish data to the marketing platform, enabling omni-channel marketing notifications.• Led the development of Customer Marketing Email Archiver; produced plan and documentation to coordinate implementation tasks; built a service in Lambda to process and archive email copies, facilitating access to the marketing communication history.	
Amazon Web Services <i>Software Development Engineer</i>	Sydney, New South Wales, Australia October 2021 - March 2024
<ul style="list-style-type: none">• Worked in the Modelled Change Management, Builder Tools; managed and operated the software tool that is used to define, review, schedule and execute changes to production systems.• Contributed to the development of Website Modernisation; analysed user requirements to refine the design; built a new website in React to replace the legacy Ruby on Rails site, modernising user interface and enhancing user experience.• Contributed to the development of Change Automation; engineered the system architecture to organise infrastructure; built services to automate changes on integrated systems, increasing change velocity, reducing errors, and minimising user toil.• Led the development of Executor for Change Automation; conducted proof-of-concept sessions to clarify the technical details; designed and implemented State Machine Activity workers in Step Functions to enable execution of automated changes.• Revised the search strategy on the API service to optimise performance by remodelling document structures and index mapping, resulting in a 30% increase in search speed on Elasticsearch.• Revised the data persistence strategy on the API service to optimise performance by utilising single-table design on non-relational database, resulting in a 20% increase in read and write speeds on DynamoDB.	
Deloitte <i>Consultant</i>	Melbourne, Victoria, Australia March 2020 - October 2021
<ul style="list-style-type: none">• Worked in the Cloud & Engineering, Core Business Operations, Consulting; provided technical consulting services to external organisations and clients; devised cloud-based solutions and software systems.• Developed an application that integrates with Microsoft Azure infrastructure to transform invoices and ingest data into Dynamics 365.• Built micro-services on OpenShift to transfer high volume real-time data; developed an integration testing solution in Cucumber.	
The University of Melbourne <i>Teaching Assistant</i>	Parkville, Victoria, Australia March 2019 - February 2020
<ul style="list-style-type: none">• Worked in the School of Computing and Information Systems, Faculty of Engineering and Information Technology; assisted course coordinator to conduct classes, prepare teaching materials, supervise examinations, and assess student assignments.• Tutored, demonstrated and supervised the following subjects: Foundation of Computing, IT Project.	