Luo, Jiahai

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EDUCATION

The University of Melbourne   **Parkville, Victoria, Australia**
Master of Science (Computer Science)   Full-time, On-site, March 2018 - December 2019
Bachelor of Science (Computing and Software Systems)   Full-time, On-site, 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)
- Awards: Runner-up (second place) in the Pac-Man Tournament 2019 of AI Planning for Autonomy, Melbourne Global Mobility 2016

Peking University   **Beijing, China**
Peking University Summer School International Program 2016   Study Abroad, On-site, July 2016 - August 2016

- 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, Hugging Face, AWS, Docker, Kafka, GraphQL, Node.js, SQL, LaTeX

PROFESSIONAL EXPERIENCE

REA Group (realestate.com.au)   **Richmond, Victoria, Australia**
Software Developer, Customer 360   Full-time, Hybrid, March 2024 - Present

- Managed and operated the software platform and data that power customer experiences, accountable for onboarding, contract management, managing agency and profile information.
- 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 emails, facilitating access to the marketing communication history.

Amazon Web Services (AWS)   **Sydney, New South Wales, Australia**
Software Development Engineer, Builder Tools   Full-time, Hybrid, October 2021 - March 2024

- 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; analysed user requirements to refine the design; built a new website in React to replace the legacy Ruby on Rails site, modernising frontend 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; hosted 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.
- Investigated the API performance to deliver data efficiently; remodelled document index mapping on Elasticsearch to improve search speed; utilised single-table design on DynamoDB to improve read and write speeds.

Deloitte   **Melbourne, Victoria, Australia**
Software Development Consultant, Cloud & Engineering   Full-time, Hybrid, March 2020 - October 2021

- Delivered technical consulting services to external organisations and clients; devised cloud-based solutions and renovated software systems using API, cloud technologies, and container orchestrations.
- Built a service on Microsoft Azure to automate the transformation of invoicing data and ingest it into Dynamics 365, minimising the manual effort required for data transfers.
- Built microservices on OpenShift to transit real-time event message; developed an integration testing solution in Cucumber to employ behaviour-driven development, improving team performance and productivity.

The University of Melbourne   **Parkville, Victoria, Australia**
Teaching Assistant, School of Computing and Information Systems   Casual, On-site, March 2018 - December 2019

- Tutored, demonstrated and supervised the following subjects: Foundation of Computing, IT Project; assisted course coordinator to conduct classes, prepare teaching materials, host consultation hours, supervise examinations, and assess student assignments.

ADDITIONAL INFORMATION

Languages: English (Fluent), Mandarin Chinese (Native), Cantonese Chinese (Native)

Personality: Assertive Architect (INTJ-A) - a quiet individual who values organization, rationality, and imaginative solutions to problems