

# Luo, Jiahai

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## EDUCATION

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| <b>The University of Melbourne</b><br><i>Master of Science (Computer Science)</i> <ul style="list-style-type: none"><li>Coursework: Artificial Intelligence, Machine Learning, Distributed Systems, Cloud Computing, Programming Language Implementation</li><li>Research: Explainable Artificial Intelligence (supervised by Professor Tim Miller)</li></ul><br><i>Bachelor of Science (Computing and Software Systems)</i> <ul style="list-style-type: none"><li>Coursework: Algorithms, Object Oriented Software Development, Software Modelling and Design, Database Systems, Computer Systems</li></ul> | <b>Parkville, Victoria, Australia</b><br>Full-time, On-site, March 2018 - December 2019<br><br>Full-time, On-site, March 2015 - December 2017 |
| <b>Peking University</b><br><i>Peking University Summer School International Program 2016</i> <ul style="list-style-type: none"><li>Curricular Activities: Advanced Biometrics, International Collegiate Programming Contest Training Camp</li></ul>   | <b>Beijing, China</b><br>Study Abroad, On-site, July 2016 - August 2016   |

## 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

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| <b>REA Group (realestate.com.au)</b><br><i>Software Developer, Customer 360</i> <ul style="list-style-type: none"><li>Managed and operated the software platform and data that power customer experiences, accountable for onboarding, contract management, managing agency and profile information.</li><li>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.</li><li>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.</li></ul>   | <b>Richmond, Victoria, Australia</b><br>Full-time, Hybrid, March 2024 - Present           |
| <b>Amazon Web Services (AWS)</b><br><i>Software Development Engineer, Builder Tools</i> <ul style="list-style-type: none"><li>Managed and operated the Modelled Change Management tool that is used to define, review, schedule and execute changes to systems.</li><li>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.</li><li>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.</li><li>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.</li><li>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.</li></ul> | <b>Sydney, New South Wales, Australia</b><br>Full-time, Hybrid, October 2021 - March 2024 |
| <b>Deloitte</b><br><i>Software Development Consultant, Cloud &amp; Engineering</i> <ul style="list-style-type: none"><li>Delivered technical consulting services to external organisations and clients; devised cloud-based solutions and renovated software systems using API, cloud technologies, and container orchestrations.</li><li>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.</li><li>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.</li></ul>   | <b>Melbourne, Victoria, Australia</b><br>Full-time, Hybrid, March 2020 - October 2021     |
| <b>The University of Melbourne</b><br><i>Teaching Assistant, School of Computing and Information Systems</i> <ul style="list-style-type: none"><li>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.</li></ul>  | <b>Parkville, Victoria, Australia</b><br>Casual, On-site, March 2019 - December 2019      |

## ADDITIONAL INFORMATION

**Languages:** English (Fluent), Mandarin Chinese (Native), Cantonese Chinese (Native)  
**Personality:** Assertive Architect (INTJ-A) – a quiet individual who values organisation, rationality, and imaginative solutions to problems