





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, businesses, and individuals.
- Contributed to the development of the Customer Marketing Journey, building services to create meaningful marketable audiences and publish data to the marketing platform, enabling omni-channel marketing notifications to customers.
- Led the development of the Customer Marketing Email Archiver, designing and building a service on Lambda to process and store email copies, allowing easy 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, improving the experience for software builders across Amazon.
- Contributed to the development of the Website Modernisation project, building a new React website to replace the legacy Ruby on Rails site, modernising user interfaces and enhancing front-end user experiences.
- Contributed to the development of the Change Automation project, building and transforming back-end services to enable the execution of automated changes, increasing change velocity and reducing errors and user toil.
- Led the development of the Executor for Change Automation, designing and building a service powered by state machines on Step Functions to execute automated changes on integrated systems.
- Optimised the data persistence strategy on DynamoDB, resulting in a 20% increase in read and write speeds by applying single-table design and re-structuring data access objects.

Deloitte

Melbourne, Victoria, Australia

Consultant

March 2020 - October 2021

- Department: Cloud & Engineering, Core Business Operations, Consulting
- Contributed to the development of client-facing projects, providing technical consulting services to external organisations, building cloud-based solutions and software systems by leveraging cloud technologies.

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, Machine Learning

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

EDUCATION

The University of Melbourne

Parkville, Victoria, Australia

Master of Science (Computer Science), Artificial Intelligence

March 2018 - December 2019

Bachelor of Science, Computing and Software Systems

March 2015 - December 2017

- Rewarded runner-up of the Pac-Man Tournament Finals 2019 in AI Planning for Autonomy.
- Coursework: Algorithms, Artificial Intelligence, Machine Learning, Computer Systems, Distributed Systems, Cloud Computing, Programming Language Implementation
- 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