

Luo, Jiahai

Site luojiahai.com · Mobile <RETRACTED> · Email luo@jiahai.co · LinkedIn [in/luojiahai](https://www.linkedin.com/in/luojiahai) · GitHub [luojiahai](https://github.com/luojiahai)

EDUCATION

The University of Melbourne	Parkville, Victoria, Australia
<i>Master of Science (Computer Science)</i>	March 2018 - December 2019
<i>Bachelor of Science (Computing and Software Systems)</i>	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)	

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)	Richmond, Victoria, Australia
<i>Software Developer</i>	March 2024 - Present
<ul style="list-style-type: none">• Worked in Customer 360, Customer Marketplace, Customer Product & Experience; managed and operated the software platform and data that power the customer experiences for real estate agencies and businesses.• Contributed to developments 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; built a service in Lambda to process and archive email copies, facilitating access to the marketing communication history.	

Amazon Web Services	Sydney, New South Wales, Australia
<i>Software Development Engineer</i>	October 2021 - March 2024
<ul style="list-style-type: none">• Worked in 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 developments of Website Modernisation; built 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; 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; engineered the system architecture; implemented State Machine Activity workers in Step Functions to enable the execution of automated changes.• Revised the data persistence strategy to optimise performance by utilising single-table design on non-relational database, resulting a 20% increase in read/write speeds on DynamoDB.	

Deloitte	Melbourne, Victoria, Australia
<i>Consultant</i>	March 2020 - October 2021
<ul style="list-style-type: none">• Worked in Cloud & Engineering, Core Business Operations, Consulting; provided technical consulting services to external organisations and clients; devised cloud-based solutions and software systems.• Built an application on Microsoft Azure to transform customer 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
<i>Teaching Assistant</i>	March 2019 - February 2020
<ul style="list-style-type: none">• Worked in School of Computing and Information Systems, Faculty of Engineering and Information Technology; assisted course coordinators to prepare teaching materials, supervise examinations, and assess student assignments.• Tutored, demonstrated and supervised the following subjects: Foundation of Computing, IT Project.	