

Luo, Jiahai

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EDUCATION

The University of Melbourne <i>Master of Science (Computer Science)</i>	Parkville, Victoria, Australia Full-time, On-site, March 2018 - December 2019
<ul style="list-style-type: none">• Coursework: Artificial Intelligence, Machine Learning, Distributed Systems, Cloud Computing, Programming Language Implementation• 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	
Bachelor of Science (Computing and Software Systems)	Full-time, On-site, March 2015 - December 2017
<ul style="list-style-type: none">• Coursework: Algorithms, Software Modelling and Design, Database Systems, Computer Systems	
Peking University <i>Peking University Summer School International Program 2016</i>	Beijing, China Study Abroad, On-site, 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, Machine Learning, Database, Networking
Technologies: Python, TypeScript, Java, C, AWS, Docker, Hugging Face, Elasticsearch, Kafka, GraphQL, Node.js, SQL, ~~LaTeX~~

PROFESSIONAL EXPERIENCE

REA Group (realestate.com.au) <i>Software Developer, Customer 360</i>	Richmond, Victoria, Australia Full-time, Hybrid, March 2024 - Present
<ul style="list-style-type: none">• 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) <i>Software Development Engineer, Builder Tools</i>	Sydney, New South Wales, Australia Full-time, Hybrid, October 2021 - March 2024
<ul style="list-style-type: none">• 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; reformed the event-streaming services to deliver new data to downstream; built new API endpoints to automate changes on integrated systems, increasing change velocity and reducing 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 accelerate backend computation; remodelled document index mapping on Elasticsearch to improve search speed; utilised single-table design on DynamoDB to improve read and write speeds.	
Deloitte <i>Software Development Consultant, Cloud & Engineering</i>	Melbourne, Victoria, Australia Full-time, Hybrid, March 2020 - October 2021
<ul style="list-style-type: none">• 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 <i>Teaching Assistant, School of Computing and Information Systems</i>	Parkville, Victoria, Australia Casual, On-site, March 2019 - December 2019
<ul style="list-style-type: none">• 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 organisation, rationality, and imaginative solutions to problems