

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

- 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

- Coursework: Algorithms, Software Modelling and Design, Database Systems, Computer Systems

Peking University

Beijing, China

Peking University Summer School International Program 2016

Study Abroad, On-site, July 2016 - August 2016

- Curricular Activities: Biometric Authentication, International Collegiate Programming Contest Training Camp

TECHNICAL SKILLS

Functional: Software Development, Site Reliability Engineering, Cloud Computing, Database, Networking, Machine Learning

Technologies: Python, TypeScript, Java, C, AWS (EC2, ECS, CloudFormation, DynamoDB, RDS, Lambda, S3, Step Functions, SNS, SQS, CloudWatch, Bedrock), Docker, Elasticsearch, Kafka, GraphQL, Node.js, SQL, \LaTeX , Hugging Face

PROFESSIONAL EXPERIENCE

REA Group (realestate.com.au)

Richmond, Victoria, Australia

Software Developer, Product & Audience

Full-time, Hybrid, March 2024 - Present

- Managed and operated the customer data platform that powers customer experiences for real estate businesses and individuals.
- Contributed to the development of Customer Marketing Journey; built and maintained the service to populate marketable audiences and publish them to the marketing platform, enabling omni-channel marketing notifications.
- Led the development of an email archiving service; defined a feature delivery plan to coordinate tasks, collaborating cross-team; built the service to process and archive emails, facilitating access to the marketing communication history.
- Employed a blue/green deployment to upgrade RDS PostgreSQL database instances, reducing downtime from 15 minutes to 20 seconds.

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; held proof-of-concept sessions to resolve technical challenges; reformed the storage schema and event-streaming services to deliver new data; built new API endpoints to manage automated changes.
- Led the development of Executor for Change Automation; designed and implemented a service integrating with Step Functions to enable execution of automated changes on integrated systems, increasing change velocity and reducing user toil.
- Investigated the API performance to accelerate backend computation; remodelled document index mapping on Elasticsearch, increasing search speed; utilised single-table design on DynamoDB, increasing read and write speeds.

Deloitte

Melbourne, Victoria, Australia

Software Development Consultant, Core Business Operations

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 meteorological messages; 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 2019 - December 2019

- Tutored, demonstrated and supervised the following subjects: Foundation of Computing, IT Project; assisted course coordinator in conducting classes, preparing teaching materials, hosting consultation hours, supervising examinations, and assessing student assignments.

ADDITIONAL INFORMATION

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

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

Interests: Food, Culinary, Flight Simulation, Film Photography, Fingerstyle Guitar