





Luo, Jiahai

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PROFESSIONAL EXPERIENCE

REA Group ([realestate.com.au](https://www.realestate.com.au))

Richmond, Victoria, Australia

Software Developer

March 2024 - Present

- 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 on Lambda to process and archive email copies, facilitating access to the marketing communication history.

Amazon Web Services

Sydney, New South Wales, Australia

Software Development Engineer

October 2021 - March 2024

- 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 on Step Functions to manage the execution of automated changes.
- Revised the search strategy to optimise performance by remodelling the document structure and index mapping, resulting a 30% increase in search speed on Elasticsearch.
- Revised the data persistence strategy to optimise performance by applying single-table design on non-relational database, resulting a 20% increase in read/write speeds on DynamoDB.

Deloitte

Melbourne, Victoria, Australia

Consultant

March 2020 - October 2021

- 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 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


Teaching Assistant

March 2019 - February 2020

- 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.

TECHNICAL SKILLS

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

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

EDUCATION

The University of Melbourne

Parkville, Victoria, Australia

Master of Science (Computer Science)

March 2018 - December 2019

Bachelor of Science (Computing and Software Systems)

March 2015 - December 2017

- **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)

Peking University

Beijing, China

Peking University Summer School International Program 2016

July 2016

- **Coursework:** Biometrics