

# Luo, Jiahai

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## EDUCATION

|   |                                       |
|---|---------------------------------------|
| <b>The University of Melbourne</b>  | <b>Parkville, Victoria, Australia</b> |
| <i>Master of Science (Computer Science)</i>   | March 2018 - December 2019            |
| <ul style="list-style-type: none"><li>Coursework: Artificial Intelligence, Machine Learning, Distributed Systems, Cloud Computing, Programming Language Implementation</li><li>Research: Explainable Artificial Intelligence (supervised by Professor Tim Miller)</li><li>Awards: Runner-up (second place) in the Pac-Man Tournament 2019 of AI Planning for Autonomy</li></ul> |                                       |
| <i>Bachelor of Science (Computing and Software Systems)</i>   | March 2015 - December 2017            |
| <ul style="list-style-type: none"><li>Coursework: Algorithms, Software Modelling and Design, Database Systems, Computer Systems</li></ul>   |                                       |
| <b>Peking University</b>  | <b>Beijing, China</b>                 |
| <i>Peking University Summer School International Program 2016</i>   | July 2016 - August 2016               |
| <ul style="list-style-type: none"><li>Curricular Activities: Biometric Authentication, International Collegiate Programming Contest Training</li></ul>  |                                       |

## EXPERIENCE

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|--|---|
| <b>REA Group (realestate.com.au)</b>   | <b>Richmond, Victoria, Australia</b>      |
| <i>Software Developer, Product &amp; Audience</i>  | March 2024 - Current                      |
| <ul style="list-style-type: none"><li>Managed and operated the customer data platform that powers customer experiences for real estate businesses and individuals.</li><li>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.</li><li>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.</li><li>Employed a blue/green deployment to upgrade RDS PostgreSQL database instances, reducing downtime from 15 minutes to 20 seconds.</li></ul>   |   |
| <b>Amazon Web Services (AWS)</b>   | <b>Sydney, New South Wales, Australia</b> |
| <i>Software Development Engineer, Builder Tools</i>  | October 2021 - March 2024                 |
| <ul style="list-style-type: none"><li>Managed and operated the Modelled Change Management tool that is used to define, review, schedule and execute changes to systems.</li><li>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.</li><li>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.</li><li>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.</li><li>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.</li></ul> |   |
| <b>Deloitte</b>  | <b>Melbourne, Victoria, Australia</b>     |
| <i>Software Development Consultant, Core Business Operations</i>   | March 2020 - October 2021                 |
| <ul style="list-style-type: none"><li>Delivered technical consulting services to external organisations and clients; devised cloud-based solutions and renovated software systems using API, cloud technologies, and container orchestrations.</li><li>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.</li><li>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.</li></ul>  |   |
| <b>The University of Melbourne</b>   | <b>Parkville, Victoria, Australia</b>     |
| <i>Teaching Assistant, School of Computing and Information Systems</i>   | March 2019 - December 2019                |
| <ul style="list-style-type: none"><li>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.</li></ul>  |   |

## SKILLS

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| <b>Functional:</b> Software Development, Site Reliability Engineering, Cloud Computing, Database, Networking, Machine Learning  |
| <b>Technical:</b> 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, L <sup>A</sup> T <sub>E</sub> X, Hugging Face |

REFERENCES

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**John Doe**, Professor at The University of Melbourne  
**Email:** john.doe@email.com · **Phone:** 0400000001

**Peter Smith**, Director at Deloitte  
**Email:** peter.smith@email.com · **Phone:** 0400000002

ADDITIONAL INFORMATION

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**Personality:** INTJ – 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