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; 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