Alan, Longyu Xu

(852) 6931-0370 | xu.longyu@outlook.com | Linkedin

PROFESSIONAL SUMMARY

IT Professional with 3 years of experience in Production Support and Application Reliability in banking and telecom indutries, combined with hands-on expertise in AI-driven automation and operational optimization. Adept at maintaining system stability in high-stakes environments, while continuously exploring innovative technologies to enhance production efficiency and resilience.

WORK EXPERIENCES

China CITIC Bank International Limited   Hong Kong
Senior Officer, Information Technology Group – Full time (On-site)   *Jul. 2024 - now*

- Provide Level 1 and Level 2 production support for **eForm** and **Digital Workflow Systems**, ensuring 24/7 system stability and quick incident resolution.
- Handle **incident management and escalation**, collaborating with development, infrastructure, and business teams to diagnose root causes and restore services.
- Monitor system performance, analyze logs, and proactively detect production issues to minimize downtime.
- **Develop** enhancements and configurations using OutSystems (**low-code** platform) to reduce operational friction and improve system stability.
- Conduct **SIT/UAT** support, assist in production deployments, and ensure smooth post-release operation.
- Participate in innovation initiatives, conducting research on Generative **AI** use cases within banking operations.
- Develop Proof of Concept (PoC) projects of AI-based workflow automation, incident ticket classification, and document summarization using **LLMs**.
- Collaborate with business teams to validate AI solutions and assess real-world feasibility.

Zhongxing Telecommunication Equipment Corporation (ZTE)   Chongqing, China
Software Engineer – Full time (On-site)   *Jul.2021 - Dec.2022*

- Developed and maintained production-grade microservices supporting telecom network routing and ACL management using **Golang** and **Redis**.
- Built a log collection tool, significantly improving system observability and reducing incident response time.
- Deployed containerized services via **Docker** and **Kubernetes** for multi-instance rollout with high availability in large-scale telecom environments.
- Collaborated with support teams to handle production issues, **troubleshoot** service disruptions, and ensure business continuity.

TECHNICAL SKILLS

- **Incident & Production Support:** Monitoring, Log Analysis, Root Cause Diagnosis, SLA Management
- **Programming Languages:** Python, Golang, JavaScript, Shell, SQL
- **AI/ML & PoC Development:** LLM Applications, Workflow Automation, AI-Assisted Ops
- **Cloud & DevOps:** AWS, Azure, Docker, Kubernetes, CI/CD pipelines, Jenkins
- **Infrastructure & Middleware:** Redis, Kafka, Nginx, gRPC, Linux
- **Collaboration Tools:** JIRA, Confluence, Agile/Scrum, Git

(China's) Qualification of Computer and Software Technology Proficiency: *Programmer; Information Security Engineer*

(China's) National Computer Rank Examination: *C Language Programming; Network Technology*

EDUCATION

City University of Hong Kong   Hong Kong
Master of Science, Electronic Information Engineering (GPA 3.54)   Sep.2023 - Jun.2024

Relevant Courses: Software Engineering, Information Security, Deep Learning, Computer Vision, Computer Network

Academic achievements: ***National Scholarships & Awards & Honors & SCI Papers & Patents***