YUANQUN
WANG (REX)

Master of Information Technology

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WHO AM I?

Site Reliability Engineer with strong expertise in service resilience, incident resolution, and automation. Skilled in advanced Linux troubleshooting, hardware diagnostics, database performance tuning and maintenance, and cloud infrastructure management across AWS, GCP, and Azure. Proven ability to optimize operational efficiency through automation and alert reduction, improving on-call experience and system reliability.

TECHNICAL SKILLS

- Languages and Frameworks: Python, Java, Spring Boot

- Databases: MySQL, PostgreSQL, MariaDB

- Cloud Platforms: AWS, GCP, Azure

- Tools and Technologies: iDRAC, ServiceNow, Low-code automation platforms, Splunk

- Other: Linux and Network troubleshooting, Root Cause Analysis, Data visualization

CERTIFICATION

- AWS Certified Solutions Architect - Associate

WORKING EXPERIENCE

Dec/24 – now   **SRE Graduate**   **ServiceNow**

- Enhanced service resilience and reduced MTTR (Mean Time To Resolution) by applying SRE principles and advanced troubleshooting.

- Diagnosed and resolved critical database incidents including MySQL/PostgreSQL replication errors, lag, disk space issues.

- Managed customer instances on AWS, GCP, and Azure, including server draining and backup restoration.

- Resolved 90+ high severity incidents that required cross collaboration with other teams (Customer Support, Network Engineering and Incident Management).

- Developed ServiceNow client scripts to automate manual tasks; performed root cause analysis when automation failed.

Jun/24 – Oct/24 **Backend Software Engineer (intern)** **Bite Feiyang**

- Designed and maintained MySQL databases, reducing redundancy, and improving maintainability.

- Implemented backend functionality using Spring Boot and MyBatis; integrated with frontend systems.

- Integrated Gaode Map API for data dashboard visualization; supported product development through launch.

EDUCATION

2018 – 2021 **Bachelor of Science** **University of Sydney**

- Strong foundation in OOP, RESTful APIs, database design, network essentials; experience with Python (Pandas) and RStudio for data analysis.

- GPA: 5/7

2022 – 2024 **Master of Information Technology** **University of New South Wales**

- Focused on NLP, hardware systems, data compression, search algorithms, C++, Rust, Regex and network.

- Capstone Project: Python Stock Prediction Web – 99/100

- GPA: 6/7

PROJECT

</> Python **Stock Prediction Web** **github.com/Yuanqun Wang/IT**

- Developed a web-based system managing microservices for data collection, processing, visualization, and AutoML.

- Built interfaces using FastAPI and integrated Python and JavaScript for pipeline creation.

- Achieved prediction accuracy of over 85% with support for multiple pipeline combinations.