

PROFESSIONAL SUMMARY

Software engineer with 6+ years specializing in distributed systems and workflow automation. Currently developing IAP workflow orchestration platform at Zendesk with distributed systems architecture. Previously delivered \$175K revenue-generating analytics dashboard and Vue 3 migration of 200+ components. Full-stack expertise (TypeScript, Golang, React, GraphQL, gRPC) with Master of Data Science in ML/NLP. Proven track record in technical leadership, mentorship, and system architecture.

PROFESSIONAL EXPERIENCE

Senior Software Engineer, Zendesk, VIC, Australia

Sep 2025 – Present

- Contributing to IAP workflow orchestration platform, delivered critical bug fixes before GA launch.
- Developing distributed systems with Golang gRPC microservices, Node.js GraphQL BFF, and React TypeScript frontend.
- Supporting team growth through pair programming and code reviews.

TypeScript	Golang	ReactJS	Node.js	Express	GraphQL	gRPC	Protocol Buffers	Apollo Client	MySQL	Redis	Kafka
TypeORM	Jest	Cypress	React Testing Library	Storybook	Jenkins	Docker	Kubernetes	AWS	Sentry	Datadog	

Full Stack Developer, WISE Employment, VIC, Australia

Nov 2023 – Sep 2025

- Led Vue 2 to Vue 3 + Vite migration across 200+ components, architected reusable component system and headless design library improving developer velocity and UI consistency.
- Delivered internal analytics dashboard reducing claim processing bottlenecks, projected 400+ additional monthly claims (\$175K annual revenue impact), used by hundreds of staff members.
- Implemented secure data pipelines integrating AWS Blob Storage with Java-based decryption and schema validation.
- Optimized CI/CD infrastructure (GitLab, Docker, OpenShift), improving deployment workflows and release cadence.
- Mentored team on engineering best practices and facilitated technical decisions through stakeholder alignment.

TypeScript	JavaScript	Java	Golang	VueJS	Vite	GraphQL	Headless UI	Tailwind CSS	Jest	GitLab	Docker	Azure
RedHat OCP	Figma											

Software Engineer, IPIC Pty Ltd, George & Matilda, VIC, Australia

Sep 2021 – Nov 2023

- Developed finance investigation portal using AngularJS reducing unresolved issues by 80%, decreasing resolution time from 8 months to 3 weeks.
- Built React clinical appointment system with GraphQL/Prisma/tRPC backend and custom Tailwind CSS design system.
- Managed CI/CD pipelines via Bitbucket and Docker, improving deployment reliability and release cadence.
- Partnered with finance, product, and design teams to align technical solutions with business objectives.

TypeScript	ReactJS	NextJS	AngularJS	GraphQL	tRPC	Prisma	Tailwind CSS	Jest	Storybook	Bitbucket	Docker	Figma
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Engineering Intern, Rose Plastic, VIC, Australia

Sep 2018 – Sep 2020

- Supported system maintenance, data analysis, and requirements gathering for product development.

Data Analysis	System Maintenance	Security	SOP Development	Requirements Gathering	Agile
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TECHNICAL SKILLS

LANGUAGES: TypeScript, JavaScript, Golang, Java, Python, SQL
FRONTEND: React, Vue, Next.js, Angular, Apollo Client, Tailwind CSS, Jest, Cypress, React Testing Library, Storybook
BACKEND: Node.js, Express, Spring Boot, GraphQL, gRPC, Protocol Buffers, RESTful APIs
DATA: MySQL, PostgreSQL, MongoDB, Redis, Kafka, TypeORM, Prisma
INFRASTRUCTURE: Docker, Kubernetes, AWS, Azure, Jenkins, Sentry, Datadog, Git, GitHub, GitLab, Bitbucket, OpenShift
OTHERS: Ginkgo, Mockery, Microservices, Design Patterns, Design Systems, HTML/CSS/SASS/LESS, Bootstrap, GitHub Actions, Flask, Django, Ansible, Firebase, Vitest, Monorepo, Render, Vercel, CouchDB, Core Data, R, C, MATLAB, Swift

SELECTED PROJECTS

AI Legal Policy Generator

2023

AI-powered legal policy generation improving efficiency & consistency across organizational policies.

Python	OpenAI API	Streamlit	NLP	Docker	Render
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Wind Turbine Anomaly Detection

2024

ML pipeline for anomaly detection in wind turbine systems. Developed modular solutions with 2 years of time-series sensor data.

Cloud-Based Social Media Analytics

2023

Led real-time sentiment analysis project on Mastodon with distributed computing, NLP, and live data visualization.

Python TypeScript ReactJS Flask CouchDB NLP Docker Ansible

E-commerce Platform for Mechanical Keyboards

2022

Commercial platform with Stripe payment integration and headless CMS architecture

TypeScript ReactJS NextJS Tailwind CSS Stripe API Sanity CMS Vercel

EDUCATION

Master of Data Science | The University of Melbourne

NLP, ML, Applied AI 2022 – 2025

Completed part-time while working full-time.

Bachelor of Software Engineering (Honours) | Monash University

2018 – 2021

Published: IEEE COMPSAC 2022

PROFESSIONAL ACTIVITIES & ADDITIONAL INFORMATION

Member, Chinese Association of Professionals and Scholars Australia

2022 – Present

Global Game Jam Participant: Challenge Accomplishment Certificate in 3-day game development hackathon

2023

NexStar Melbourne-Nanjing Sprint Pitch Competition: Second Prize and Startup's Choice Award recipient

2022

AREAS OF INTEREST: AI integration, developer tools, system architecture, workflow automation, language models

LANGUAGES: English (Bilingual), Mandarin Chinese (Native), Shanghainese