Alice Zhang

Software Engineer

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PROFESSIONAL SUMMARY

Software engineer building enterprise-scale customer experience platforms at Zendesk. Drive technical architecture and cross-team initiatives with measurable business impact—delivered systems reducing resolution time by 80% (8 months to 3 weeks). Master of Data Science combining deep engineering expertise with ML/NLP capabilities. Specialize in modern full-stack development (React, Vue, TypeScript, GraphQL, Golang), system design, and engineering excellence through mentorship and standards.

PROFESSIONAL EXPERIENCE

Senior Software Engineer, Zendesk, VIC, Australia

Sep 2025 – Present

- Contributing to enterprise-scale customer experience platform development.

STACK

`TypeScript` `Golang` `ReactJS` `GraphQL` `Jest` `Cypress` `Storybook` `Jenkins` `Docker` `Kubernetes` `AWS` `Sentry` `Datadog` `AI Integration` `Automation`

Full Stack Developer, WISE Employment, VIC, Australia

Nov 2023 – Sep 2025

- Led architectural migration from Vue 2 to Vue 3 + Vite, improving application performance, maintainability, and developer experience.
- Architected headless design system with reusable component library, establishing UI/UX standards and accelerating feature delivery.
- Delivered internal analytics dashboard reducing claim processing bottlenecks, projected to process 400+ additional monthly claims and generate $175K revenue impact.
- Implemented secure data pipelines integrating AWS Blob Storage with Java-based decryption and schema validation.
- Optimized CI/CD infrastructure using GitLab, Docker, and OpenShift, implementing automated testing and deployment workflows.
- Collaborated across frontend, backend (Java, Golang), and DevOps teams to deliver enterprise-grade features.
- Established code review standards and mentored team members on software engineering best practices.
- Facilitated technical decision-making through collaborative problem-solving and stakeholder alignment.

STACK

`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% and decreasing resolution time from 8 months to 3 weeks.
- Built React-based clinical appointment system with custom Tailwind CSS design system, streamlining UI development workflows.
- Implemented full-stack features using GraphQL, Prisma, and tRPC, ensuring robust API design and data integrity.
- Managed CI/CD pipelines via Bitbucket and Docker, improving deployment reliability and release cadence.
- Partnered with finance, product, and design stakeholders to deliver user-centered solutions aligned with business objectives.

STACK

`TypeScript` `ReactJS` `NextJS` `AngularJS` `GraphQL` `tRPC` `Prisma` `Tailwind CSS` `Jest` `Storybook` `Bitbucket` `Docker` `Figma`

Engineering Intern, Rose Plastic, VIC, Australia

Sep 2018 – Sep 2020

- Supported technical lead in system maintenance and data analysis initiatives.
- Conducted market research and requirements gathering to inform product development.

STACK

`Data Analysis` `System Maintenance` `Security` `SOP Development` `Requirements Gathering` `Agile`

TECHNICAL EXPERTISE

LANGUAGES: JavaScript, TypeScript, Java, Golang, Python, SQL, HTML/CSS/SASS/LESS, R, C, MATLAB, Swift

FRAMEWORKS: ReactJS, NextJS, VueJS, AngularJS, NodeJS, ExpressJS, Flask, Django, Spring Boot, Tailwind CSS, Bootstrap, Jest, Vitest, Cypress, Storybook

DEVOPS: Docker, Git, GitLab, GitHub, Bitbucket, Jenkins, GitHub Actions, OpenShift, Ansible

DATABASES: PostgreSQL, MySQL, CouchDB, MongoDB, Firebase, Core Data

CLOUD: AWS, Azure, Render, Vercel

ARCHITECTURE: RESTful APIs, GraphQL, Microservices, Monorepo, Design Patterns, Design Systems

SELECTED PROJECTS

AI Legal Policy Generator **2023**

Developed AI-powered legal policy generation system using OpenAI API and NLP, reducing documentation time and improving consistency across organizational policies.

`Python` `OpenAI API` `Streamlit` `NLP` `Docker` `Render`

Wind Turbine Anomaly Detection | Master of Data Science **2024**

Implemented machine learning pipeline for anomaly detection in wind turbine mechanical systems. Conducted literature review, performed data preprocessing, and developed modular Python solutions for time-series sensor analysis.

Cloud-Based Social Media Analytics | University of Melbourne **2023**

Led development of real-time social media sentiment analysis dashboard. Managed end-to-end deployment including distributed computing infrastructure, NLP processing, and interactive visualization.

`Python` `TypeScript` `ReactJS` `Flask` `CouchDB` `NLP` `Docker` `Ansible`

E-commerce Platform for Mechanical Keyboards **2022**

Built commercial platform with payment processing integration and headless CMS architecture.

`TypeScript` `ReactJS` `NextJS` `Tailwind CSS` `Stripe API` `Sanity CMS` `Vercel`

EDUCATION

Master of Data Science | The University of Melbourne **2022 – 2025**
NLP, ML, Applied AI

Specialized in natural language processing, machine learning, and applied AI. Conducted research in time-series anomaly detection, scalable data pipelines, and production ML systems for engineering applications.

Bachelor of Software Engineering (Honours) | Monash University **2018 – 2021**

Published research at IEEE COMPSAC 2022: A Curated Personas and Design Guidelines Tool for Better Supporting Diverse End-users

PROFESSIONAL ACTIVITIES

Member, Chinese Association of Professionals and Scholars Australia **2022 – Present**

Global Game Jam Participant **2023**

Challenge Accomplishment Certificate in 3-day game development hackathon.

NexStar Melbourne-Nanjing Sprint Pitch Competition **2022**

Second Prize and Startup's Choice Award recipient.

ADDITIONAL INFORMATION

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

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