

# Alice Zhang

Software Engineer

xinyunzhang2016@gmail.com

+61 479 189 008

github.com/xinyun2020 | linkedin.com/in/xinyun2020

## PROFESSIONAL SUMMARY

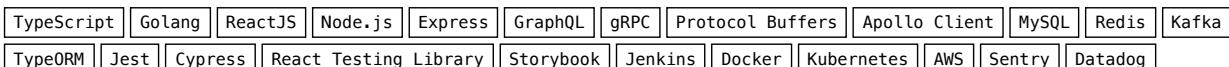
Software engineer with 6+ years specializing in distributed systems and workflow automation. Currently developing IAP workflow orchestration platform at Zendesk with distributed systems architecture. Previously delivered \$175K revenue-generating analytics dashboard and Vue 3 migration of 200+ components. 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

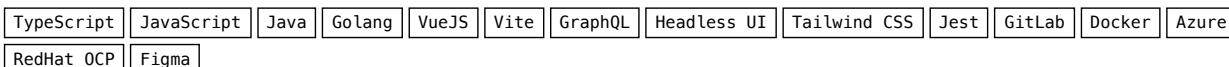
- Contributing to IAP workflow orchestration platform, delivered critical bug fixes before GA launch.
- Developing distributed systems with Golang gRPC microservices, Node.js GraphQL BFF, and React TypeScript frontend.
- Supporting team growth through pair programming and code reviews.



### Full Stack Developer, WISE Employment, VIC, Australia

Nov 2023 – Sep 2025

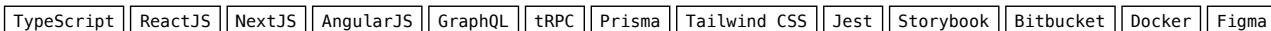
- Led Vue 2 to Vue 3 + Vite migration across 200+ components, architected reusable component system and headless design library improving developer velocity and UI consistency.
- Delivered internal analytics dashboard reducing claim processing bottlenecks, projected 400+ additional monthly claims (\$175K 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.



### 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.



### Engineering Intern, Rose Plastic, VIC, Australia

Sep 2018 – Sep 2020

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



## 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

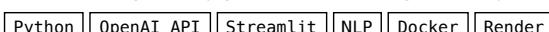
**OTHERS:** Ginkgo, Mockery, Microservices, Design Patterns, Design Systems, HTML/CSS/SASS/LESS, Bootstrap, GitHub Actions, Flask, Django, Ansible, Firebase, Vitest, Monorepo, Render, Vercel, CouchDB, Core Data, R, C, MATLAB, Swift

## SELECTED PROJECTS

### AI Legal Policy Generator

2023

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



### 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

---