

Alice Zhang

Software Engineer

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PROFESSIONAL SUMMARY

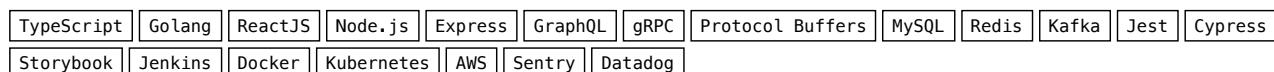
Software engineer with 6+ years specializing in distributed systems and workflow automation. Currently developing IAP workflow orchestration platform at Zendesk. Previously delivered \$175K revenue-generating analytics dashboard and Vue 3 migration of 200+ components. Full-stack expertise in TypeScript,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

PROFESSIONAL EXPERIENCE

Senior Software Engineer, Zendesk, VIC, Australia

Sep 2025 – Present

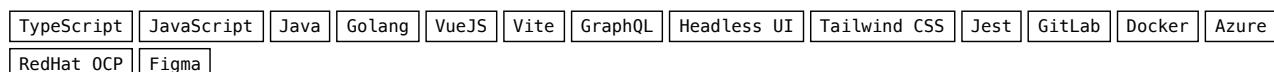
- Contributing to **IAP workflow orchestration platform**, delivered critical bug fixes before **GA launch**.
- Developing **distributed systems** with Golang gRPC microservices, Node.js GraphQL BFF, and React TypeScript frontend.
- Supporting team growth through pair programming and code reviews.



Full Stack Developer, WISE Employment, VIC, Australia

Nov 2023 – Sep 2025

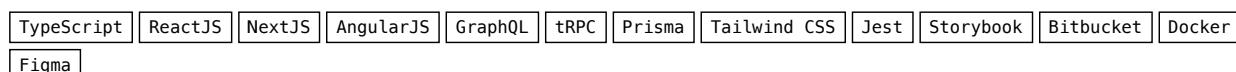
- Led **Vue 2 to Vue 3 + Vite migration** across **200+ components**, architected reusable component system and headless design library.
- Delivered internal analytics dashboard projected to generate **\$175K annual revenue**, used by **hundreds of staff**.
- Implemented secure data pipelines with AWS Blob Storage, Java-based decryption, and schema validation.
- Optimized CI/CD infrastructure using GitLab, Docker, and OpenShift.
- Mentored team on engineering best practices and facilitated technical decisions.



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

Sep 2021 – Nov 2023

- Developed finance investigation portal 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 design system.
- Managed CI/CD pipelines using Bitbucket and Docker.
- Partnered with finance, product, and design teams to align 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, Vitest, Microservices, Design Patterns, Design Systems, GitHub Actions, Flask, Django, Ansible, Firebase, Monorepo, Vercel, CouchDB, R, C, Swift

EDUCATION

Master of Data Science | The University of Melbourne

2022 – 2025

Full Scholarship. Specialized in NLP, ML, Applied AI, completed part-time while working full-time.

Bachelor of Software Engineering (Honours) | Monash University

2018 – 2021

Published: [IEEE COMPSAC 2022](#)

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	
