

YIYUAN ZHU

Mountain View, CA

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EDUCATION

Carnegie Mellon University

Master of Science in Software Management

Mountain View, CA

Aug 2021 - Dec 2022

East China Normal University

Bachelor of Engineering in Software Engineering

Shanghai, China

Sep 2011 - Jul 2015

Relevant Courses: Data structure and Algorithms, Operating Systems, Object-Oriented Programming

SKILLS

Programming: C, Python, Java, Powershell, MySQL, Oracle

Technologies: Microsoft Office 365, Azure Directory Federated Service, Active Directory, Azure Active Directory, SAP NetWeaver

Certificates: SAP HANA Fundamentals, Artificial Intelligence, Python for Data Science

EXPERIENCE

Microsoft

Support Engineer, Customer Service and Support

Shanghai, China

Aug 2017 - Jul 2021

- Designed and implemented automated migration system for over 50 enterprise clients to support seamless synchronisation of TB level data from on-prem to cloud on Azure
- Enhance efficiency and reduce engineering overhead through developing tools to provide automatic health check and diagnostic notification for critical services
- Conducted in-depth analysis on event and sever logs to troubleshoot malformed mail-flow use cases for enterprise customers
- Designed recruitment plan and conducted technical interviews for potential candidates. Mentored new hires

SAP SE

Support Engineer, Center of Expertise

Shanghai, China

Jul 2015 - Jun 2017

- Engaged in client projects to implement tailor-made SAP systems; delivered security optimization strategy
- Provided go-live support through optimizing service memory usage and load balancing capability
- Analyzed data retrieval and function call latency on data storage layer and application layer
- Delivered high-performance Expert-on-Demand service through successfully conducting performance tuning based on logs and metrics analysis

PROJECTS

Microsoft 365 Hybrid Deployment Solution

Microsoft

Shanghai, China

Jan 2020 - Feb 2021

- Led the project to design Microsoft 365 Hybrid Deployment solutions for cloud enterprise customers by combining local authentication services with Azure Directory Federated Server technologies
- Deployed hybrid architecture for 5 Fortune-500 enterprise customers to implement Microsoft 365 and Azure infrastructure

Memory Allocator

Carnegie Mellon University

Shanghai, China

Jan 2021 - Feb 2021

- Designed and implemented a memory allocator with malloc, calloc, realloc, free functions using C
- Improved memory allocation performance through designing a segregated list to find the most suitable memory block and reduce memory fragments