Guanchen Zhao

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EDUCATION

University of Washington — WA, USA

Master of Science, Computer Science and Systems — *Sep. 2020 – Mar. 2022*

University of Science and Technology Beijing — Beijing, China

Bachelor of Engineering, Computer Science and Technology — *Sep. 2014 – Jul. 2018*

TECHNICAL SKILLS

Programming Languages: Java, SQL, Shell, HTML, Markdown, C, Python, Go

Back-End Technologies: Spring Boot, MySQL, MyBatis, Redis, Kafka, JSON, Apache Dubbo, Spring Cloud, Zookeeper, Linux, Elasticsearch, Nacos, HDFS, Hive, Oozie, REST, SOAP

Deployment: Docker, CI/CD(Jenkins, Maven), AWS(EC2, Beanstalk, RDS, S3, Lambda, API Gateway), Alibaba Cloud(ACK, Polar DB), GCP(App Engine, Cloud SQL), Kubernetes

Tools: Git, Postman, IntelliJ IDEA

EXPERIENCE

Yuanbao Group — Dec. 2019 – Aug. 2021

Senior Software Engineer — *Beijing, China*

- Led a team of three engineers to implement from scratch and successfully launch the firm's first Customer Service System, which provides product consultation and complaint handling services to customers through the hotline, WeChat and intelligent assistant.
- Designed micro-services architecture based on Spring boot and Dubbo, using MySQL and Redis Cluster as high-performance database, Kafka as message queue, Zookeeper for configuration.
- Using Jenkins, Maven and Gitlab as CI/CD pipeline. Using ACK (Alibaba Cloud Container Service for Kubernetes) as the deployment environment for scalability. Using Alibaba OSS as file storage.
- Built WeCom microservice based on SDK to implement online customer service handling process.
- The system is capable of guaranteeing 500 customer service agents to handle business online, with a daily customer reception of over 15k.

Bitauto Holdings Limited — Jul. 2018 – Nov. 2019

Software Engineer — *Beijing, China*

- Participated in the development of the Data Quality System, which monitors data changes in the data warehouse in multiple dimensions according to preset rules, and pushes alerts to relevant groups.
- Used Spring Boot and Spring Cloud as MicroService Framework. Using MySQL and Redis as high-performance database. Using Hive as the data collection source.
- Data Quality System processes approximately 1,500 tasks per day, with a data coverage rate of 75 percent and a notification delivery rate of 98 percent.
- Participated in the secondary development and maintenance of the big data platform based on CDH. Mainly responsible for Oozie and HUE.

PROJECTS

Inventory Management System | *Backend* — Nov. 2021 – Jan. 2022

- The main functions of the IMS include museum collection management, visitor browsing and subscription, and tour booking. It also has email and SMS notification functions.
- Built Java service based on Spring Boot and Spring-WS. Using Redis on Linux for token validation, RDS on AWS for database, AWS Email Service and Twillo for email and SMS delivery.
- 80 percent of the application's interfaces are RESTful, while the rest follow the SOAP Protocol.
- Deployed the application to AWS Beanstalk and GCP APP Engine. Wrote and published interface documentation using Postman.