Zihan Jin

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EDUCATION

Monash University   Melbourne, VIC
Master of Computer Science   *Jul 2025 — Feb 2027*
- Cumulative GPA: 4.0/4.0

University of Canberra   Canberra, ACT
Bachelor of BioMedical Science   *Jul 2022 — Jun 2025*

WORK EXPERIENCE

Technology Lead & Solutions Architect   Jan 2023 — Present
The Pharmacy Network   *Canberra, ACT*

Architected and managed the company's entire technology stack, building a fully integrated system connecting distributed Minfos POS instances with a central database and a BigCommerce e-commerce platform. Drove operational efficiency, data centralization, and e-commerce growth through end-to-end development of custom software, data pipelines, and automations.

- Engineered a unified data ecosystem by designing, building, and deploying pipelines to centralize sales, product, and customer data from all stores, enabling real-time sales dashboards and comprehensive business intelligence reporting.
- Automated e-commerce operations by developing integrations that synced inventory, pricing, and promotions between Minfos and BigCommerce, and syndicated product feeds to Meta, Microsoft, and Google.
- Greatly enhanced SEO performance by creating and deploying AI pipelines to automatically generate and publish blog content on trending topics and backfill meta keywords/descriptions across the storefront.
- Developed key business solutions, including a custom pharmacy services booking engine, an internal documentation wiki, and an automated incident reporting platform.
- Strengthened security and operational consistency by designing and documenting protocols for cybersecurity threats (DDOS, fraud) and standardizing the IT environment across all locations.
- Served as the primary technical liaison, translating shareholder requirements into solutions, managing third-party vendor relationships, and training staff on new technologies.
- Provided full-stack technical support, troubleshooting issues across software (BigCommerce, Minfos), custom applications, third-party services (ShipStation), and in-store hardware.

Dispensary Technician   Jan 2019 — Jan 2023
Develin Management Services   *Canberra, ACT*
- Led a team of pharmacy assistants, providing training and guidance to improve efficiency and customer service.
- Oversaw daily dispensary operations, ensuring compliance with regulatory standards and accuracy in pharmacy operations.
- Streamlined inventory management by implementing a tracking system, reducing operational costs, medication shortages and expired stock.
- Developed standard operating procedures (SOPs) to enhance workflow efficiency and minimise errors.
- Fostered a collaborative work environment, improving team performance and customer satisfaction.

Genetics Data Analysis Intern   Jul 2024 — Dec 2024
CReTS Laboratory, University of Canberra   *Canberra, ACT*
- Analysed gigabyte scale genetics data to determine efficacy of novel treatment in alleviating age-related macular degeneration in mice model.
- Researched and discussed theories to understand the molecular pathways and systems underlying the data.

PROJECTS

Author/ Maintainer, Unified Commerce & Data Platform Architecture   Jan 2023 — Present
- Architected and deployed a fully integrated technology ecosystem to centralize operations and scale the e-commerce business, directly contributing to a 400% increase in online revenue from $200k to over $1M.
- Engineered a robust data pipeline to ingest and unify sales, product, and customer data from distributed Minfos POS instances into a central database.

- Developed and maintained a secure remote access infrastructure, enabling programmatic access to local POS instances from authorized remote clients for real-time data synchronization.
- Built and launched a comprehensive, real-time sales dashboard, providing leadership with a unified view of business performance across all store locations and the e-commerce platform.

Author/ Maintainer, E-commerce Automation & Marketing Engine   Jan 2023 — Present
- Developed a suite of custom integrations and automations to streamline online store management, enhance marketing reach, and improve operational efficiency.
- Built a two-way synchronization system between Minfos and BigCommerce to automate inventory levels, pricing, and promotions, including an override system for web-exclusive offers.
- Automated the syndication of the BigCommerce product catalog to Meta, Microsoft, and Google Shopping feeds, and integrated BigCommerce reviews with Google Product Reviews to boost product visibility.
- Integrated key third-party services, including ShipStation, MailChimp, and Microsoft Clarity, to create a seamless workflow for order fulfillment, marketing, and user behavior analysis.

Author/ Maintainer, AI-Driven SEO & Content Strategy   Mar 2023 — Present
- Created and deployed custom AI pipelines to significantly boost search engine performance and automate content creation, resulting in increased organic traffic and improved on-site SEO.
- Developed an AI-powered system to identify trending health and wellness topics, automatically generate relevant blog content, and publish it directly to the BigCommerce storefront.
- Engineered a separate AI pipeline to programmatically backfill and optimize meta keywords and descriptions across thousands of product and content pages, enhancing search visibility.

Author/ Maintainer, Custom Business & Operations Platforms   Apr 2024 — Present
- Designed and developed a series of internal web-based applications to solve key business challenges, improve internal processes, and standardize operations.
- Built a custom booking engine for in-store pharmacy services, allowing customers to schedule appointments online.
- Created a centralized, web-based documentation wiki for all business and technical procedures, serving as a single source of truth for staff.
- Created a real-time sales and KPI dashboard allowing for monitoring of store and staff performance.
- Developed and launched an automated incident reporting platform that alerts key personnel in real-time to issues like fraudulent transactions or DDOS attacks, enabling swift response.

SKILLS

- **Programming Languages**: C#, TypeScript, Python, Go, Elixir, HTML/CSS, SQL
- **Technologies**: Dotnet, React, Grafana, Phoenix, Tailwind CSS, Git, Postgres, UNIX, Docker, Caddy
- **Platforms**: Minfos, BigCommerce, Google Merchants, Meta for Business, Microsoft Ads