

Lyon, Long Yu Xu

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PROFESSIONAL SUMMARY

IT Professional with 3 years of experience in Production Support, Application Development and Reliability in banking and telecom industries. Proficient in **OutSystems** and **cloud services**, with hands-on expertise in business digital and AI-driven transformation. Adept at delivering secure, resilient applications while aligning emerging technologies with business needs.

WORK EXPERIENCES

China CITIC Bank International Limited Hong Kong

Senior Officer, Information Technology Group – Full time (On-site) Jul. 2024 - now

- Provide application development and enhancement for **eForm** and **Digital Workflow Systems** on **OutSystems low-code platform**, including user requirement analysis, architecture design, coding, and deployment.
- Coordinate and support System Integration Testing (**SIT**) and User Acceptance Testing (**UAT**), preparing detailed test plans and documentation with **JIRA**.
- **Monitor** system performance, analyze logs, and proactively detect production issues to minimize downtime.
- Handle **incident management** and escalation, collaborating efficiently with **internal IT team**, **Vendors**, and business teams to diagnose root causes and restore services.
- Developed **AI-driven PoCs** to enhance operational efficiency, including participation in a **HKMA sandbox** project for an AI-empowered financial risk analysis tool capable of extracting key insights from massive user data.

ZTE Corporation Chongqing, China

Software Engineer – Full time (On-site) Jul.2021 - Dec.2022

- Designed, developed, and maintained production-grade **microservices** (C, Golang) and **webpages** (Vue, React).
- Deployed **containerized** services with **Docker** and **Kubernetes** in **private cloud** with high availability and scalability.
- Participated in **DevOps** initiatives, setting up **CI/CD pipelines** with **Jenkins** and integrating **automated testing**.
- Built centralized tools and plugins to improve **system observability**, reducing incident response times.
- Supported large-scale production systems, **troubleshooting** complex service disruptions and ensuring **SLA** compliance.

TECHNICAL SKILLS

- **Application Development/ Support:** OutSystems, RESTful API, SDLC, UT/SIT/UAT, Incident Management
- **AI/Automation:** Generative AI, LLM Applications, Workflow Automation, Digital transformation, AI-Assisted Operations
- **Programming:** Golang, Python, JavaScript, Shell, SQL
- **Cloud/ DevOps:** AWS, Private Cloud Services, Docker, Kubernetes, Jenkins, CI/CD Pipelines
- **Infrastructure/ Middleware:** Redis, Kafka, Nginx, gRPC, Linux
- **Collaboration Tools/ Strategies:** MS Office, JIRA, Confluence, Git, Agile/Scrum, Waterfall

CERTIFICATIONS

- **Outsystems Associate Developer (O11)**
- China Qualification of Computer and Software Technology: *Programmer, Information Security Engineer, C Language Programming, Network Technology*

EDUCATION

City University of Hong Kong Hong Kong

Master of Science, Electronic Information Engineering (GPA 3.54) Sep.2023 - Jun.2024

Relevant Courses: Software Engineering, Information Security, Deep Learning, Computer Vision, Computer Network

Academic achievements: **National Scholarships & Awards & Honors & SCI Papers & Patents**