

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
<i>Senior Officer, Information Technology Group – Full time (On-site)</i>	<i>Jul. 2024 - now</i>
<ul style="list-style-type: none">- 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	
<i>Software Engineer – Full time (On-site)</i>	
<i>Jul. 2021 - Dec. 2022</i>	
<ul style="list-style-type: none">- 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: <i>Programmer, Information Security Engineer, C Language Programming, Network Technology</i>

EDUCATION

City University of Hong Kong	Hong Kong
<i>Master of Science, Electronic Information Engineering (GPA 3.54)</i>	<i>Sep.2023 - Jun.2024</i>

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

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