

Biao Li

biao-li.com

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Software Engineer with 3+ years of professional experience building and operating production web and data platforms, with additional hands-on experience in backend microservices and cloud infrastructure. Experienced across Node.js, TypeScript, PostgreSQL, AWS, automated testing, and CI/CD with GitHub Actions. Strong track record of owning features end-to-end, improving engineering tooling and maintainability, and supporting production systems and users. Master of Information Technology graduate with additional exposure to Java and modern AI-assisted development tools.

Experience

Easygo Group Holdings Pty Ltd ("Easygo")

OCT 2025 - present

Customer service representative — Internal Engineering & Automation Contributions

- Managed communication with clients (average 120+ daily) across English, Mandarin, and Cantonese, ensuring clarity and strong relationships with a diverse customer base.
- Consistently exceeded productivity targets by approximately 50% while maintaining service quality across 120+ daily customer interactions.
- Built a Chrome extension for Intercom-based customer support, leveraging GraphQL to streamline bonus checks, transaction lookups, and customer response macro drafting with AI, resulting in a 10× increase in processing speed.
- Integrated Claude AI with Slack to build a Slack digest automation that consolidated key announcements, thread updates, and support mentions into a daily, source-linked summary, which improved team visibility and streamlining the team lead's daily reporting.

Glen Eira & Monash mobile dog wash & grooming

JUN 2024 - present

Software service freelancer

- Provide a comprehensive booking system that enables business owners to schedule and manage appointments, featuring real-time availability, WhatsApp and email notifications, and calendar integration.
- Communicated directly with small business owners to understand their workflow and pain

points, then customized system functions to improve usability and reduce booking errors.

- Collected ongoing feedback from users and iteratively improved the interface to make it more intuitive for non-technical clients.

Beyond Essential Systems Pty Ltd, Melbourne

SEP 2020 – DEC 2023

Software Engineer (full time)

Primarily implemented features and maintained key products, including an end-to-end data platform for data collection and visualisation (Tupaia, [link to contribution](#)), and an electronic medical record (EMR) system for both desktop and mobile applications.

- Collaborated with data engineering and UX teams to develop a no-code SQL tool, incorporating internal user feedback to simplify query creation for non-technical users.
- Developed a data transformation and aggregation tool for displaying data on geographical map and charts on a responsive website (React.js, Node.js).
- Took end-to-end ownership of dashboard features, translating ambiguous requirements into data processing and visualisation solutions, improving data accessibility for users across web (React, Redux, React Query) and mobile (React Native).
- Converted 100% of codebase unit tests and integration tests from using Mocha.js to Jest.js
- Promoted optimal code abstraction by adding types shared module (Monorepo, Typescript), improved package management, build tooling, automation and reuse, significantly lowering maintenance costs.
- Integrated soft deletion capabilities (PostgreSQL) for backend data retention.
- Migrated CI/CD pipelines from Codeship to GitHub actions to streamline automation deployment processes.
- Supported new team members during onboarding by explaining processes, tools, and project goals. Provided guidance and encouragement to help them quickly adapt to the team culture and workflow.
- Provided technical support to internal team and clients on weekend rosters. Acted as a key contact for troubleshooting and resolving technical issues raised by internal stakeholders and external clients.

Graduate Researcher – Cloud Infrastructure & DevOps

- Automated the production of AWS images from a few configurable options (operating system and software installation).
- Implemented web application security (OWASP) for confidential data.
- Produced research on AWS image marketplace vulnerabilities ([VM2: Automated security configuration and testing of virtual machine images](#)).

Side Projects

Slot game

MAY 2026 – JUL 2026

Built a 3x3 slot game using the company's Web SDK, TypeScript, Svelte 5, PixiJS, and XState, implementing five paylines, reel animations, autoplay/turbo controls, audio, and a Hold & Spin bonus.

Mahjong online game

NOV 2025 - Present

This online Mahjong game is built as a microservices system, with separate services handling gameplay, payments and balance locking, settlement, admin operations, and blockchain integration.

RSS feeder

JUN 2024 – APR 2025

An RSS feed reader that allows users to generate their own RSS feeds from various sources using Claude AI Agent.

Decentralized Web3 chat mobile app

MAR 2024 - MAY 2024

A decentralized Web3 chat application built on the Nostr protocol, enabling secure and censorship-resistant real-time messaging between users.

Skills Profile

Frontend: HTML, CSS, Vanilla JavaScript, React.js, React Native, Electron, Next.js, JavaScript, TypeScript, Prisma.js, Styled Components

Backend: Node.js, Express.js, Python, Java

Databases: PostgreSQL, MongoDB

DevOps: AWS, Firebase, Vercel, Docker, GitHub Actions

Testing: Jest, Mocha, Cypress, JMeter

Education

RMIT University, Melbourne, Australia	2018 - 2019
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Master's degree, Information Technology	
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South China Agricultural University, Guangzhou, China	2012 - 2016
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Bachelor's degree, Information Technology	
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Language

English, Mandarin, Cantonese