

Robin Huang

IT Systems & Application Support | Software Testing & Automation

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Open to on-site or hybrid roles in Auckland, as well as fully remote opportunities.

PROFESSIONAL SUMMARY

MCIS candidate based in Auckland and open to on-site or hybrid roles here, as well as fully remote opportunities. Project evidence covers application support, risk-based software testing, SQL and API diagnosis, system design for failure scenarios, and automation. Also brings professional VFX delivery experience.

CORE CAPABILITIES

Application support: incident triage, reproduction, log and API diagnostics, RCA, change records, SLA context, ticket handover

QA and automation: risk-based test design, exploratory and regression testing, Playwright, pytest, Postman / Newman, CI checks

Engineering: Python, TypeScript, Swift, Kotlin, FastAPI, SwiftUI, SwiftData, REST / GraphQL, Git and GitHub Actions

SQL and data: JOIN / GROUP BY, query plans, constraints, transactions, reconciliation, anomaly and data-quality diagnosis

Communication and delivery: specifications, version control, review feedback, defect reports, support notes, release checks

Languages: Chinese (native); English and Korean (professional working proficiency)

PROFESSIONAL EXPERIENCE

VFX Compositor - Hezhong Film

Oct 2016 - Jan 2018

Beijing, China

- Delivered VFX shots for film and television to detailed specifications and production deadlines, following strict version conventions and incorporating review feedback.
- Investigated visual defects at pixel level, documented iterations clearly, and coordinated hand-offs across artists, leads, and production teams.

SELECTED TECHNICAL PROJECTS

ServiceFlow - API Troubleshooting Lab

2026

Local application-support lab · [Public repository](#)

- Built a FastAPI order and ticket API with JSON logs linked by request ID. A 28-test pytest suite checks query results and error handling in both healthy and fault modes.
- Traced repeated queries in the service code and checked index use with SQLite EXPLAIN QUERY PLAN. An indexed aggregation reduced local median service-layer time from 90.26 ms to 2.11 ms on generated data for 500 customers and 2,000 orders.

Tools: Python, FastAPI, SQLAlchemy, SQLite, pytest, GitHub Actions.

DispatchGuard - Field Dispatch Reliability

2026
Robin Huang · robinhuang.nz

End-to-end field-operations case study · source code private · deployment evidence from a private tailnet

- Designed database-enforced overlap protection, idempotent offline replay, explicit conflict handling, licence rules, and tests for New Zealand daylight-saving boundaries.
- The verified v1.1 snapshot records 185 passing server checks, 23 passing browser checks, and 72 intentionally skipped checks, each with a documented reason, plus six ADRs and four RCAs. The scenario and data are synthetic.

Tools: TypeScript, PostgreSQL, Playwright, offline sync, concurrency testing, GitHub Actions.

Saleor QA - Independent Test Framework and Visual Regression

2025 - 2026

Independent, risk-based QA against a pinned local Saleor 3.23 environment

- Built a functional suite with 30 passes and two strict-xfail regression markers across GraphQL API robustness, RBAC, checkout, accessibility, localisation, and browser behaviour.
- Documented four defects or candidate issues; none has been filed or confirmed upstream. A visual suite caught a seeded regression and a localisation gap.

Tools: Playwright, pytest, GraphQL, axe-core, Allure, pixelmatch.

EDUCATION

Master of Computer and Information Sciences - Auckland University of Technology

02/2026 - expected 06/2027

Coursework in software architecture, cloud computing, mobile systems, and human-computer interaction, with a planned 60-point applied dissertation.

Postgraduate coursework - University of Auckland

07/2025 - 12/2025

Maintainable software, cloud computing, and HCI through team projects based on industry scenarios.

Bachelor of Engineering, Computer Art - Chung-Ang University

03/2020 - 02/2024

Seoul, South Korea · Graduated Cum Laude · Outstanding International Student Award.

PROFESSIONAL DEVELOPMENT AND PLATFORMS

ServiceNow ITSM Personal Developer Instance: hands-on incident, problem, and change workflow practice.

In progress: ITIL 4 Foundation and ISTQB Foundation (CTFL 4.0).

In-progress items are learning goals, not completed credentials.

LINKS AND REFERENCES

Portfolio: robinhuang.nz | Role-specific pages: robinhuang.nz/support | robinhuang.nz/qa | robinhuang.nz/engineering

References: available on request.