

Eric Xu

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ABOUT ME

Experienced IT professional with a career spanning from developer to solution architect, technical lead, and development manager since 2007. Expertise in Microsoft technologies, from .NET Framework to .NET 9, complemented by hands-on experience with emerging and cutting-edge technologies. Combines strong technical leadership with deep back-end development and system integration skills. An engineering background and extensive electronics hobby projects foster a unique problem-solving mindset and genuine curiosity for how things work. Seeking a role to tackle challenging problems, make technology work seamlessly, and collaborate with passionate teams while exploring areas like Smart Things and AI.

PROFESSIONAL EXPERIENCE

System Transformation

SG Fleet | April 2025 – Present

Leading a critical system transformation project for the leading fleet management company. Leading a high-profile project which targets on revamping customer journey in significant.

Key Achievements:

Led a critical system transformation for a market-leading fleet management company, delivering a high-profile initiative to significantly enhance the end-to-end customer journey.

Technologies: .NET 9, React, SQL Server, Azure, Service Bus, Azure Function, CI/CD, Azure Dashboard, SSIS, AI, LLM.

Technical Lead / Solution Architect

City of Sydney | Nov 2021 – Dec 2024 (3 years 1 month)

- Led multiple high-profile digital transformation initiatives from concept through delivery across the full SDLC.

- Partnered with business stakeholders, project managers, and BAs to translate requirements into technical solutions aligned with strategic goals.
- Oversaw solution architecture, documentation, integration strategies, and coordinated cross-functional teams.

Key Achievements:

- **Social Media Platform:** Implemented a centralized platform integrated with Microsoft Dynamics CRM, automating workflows and improving customer engagement.
- **Enterprise Service Management (ServiceNow):** Spearheaded an ITIL-based implementation, improving incident, problem, and change management efficiency.
- **Digital Asset Management (DAM) System:** Designed and delivered a centralized DAM with role-based access control and multiple system integrations.
- **Community Engagement System:** Modernized community engagement with a digital platform, managing 26 integration points and delivering on time and within budget.

Technologies: .NET 6/8, API, Microsoft Dynamics, BizTalk, Service Bus, Azure, Microservices, CIAM

.NET Consultant

Recreo | May 2019 – Nov 2021 (2 years 6 months)

Designed, developed, and delivered new features for the core product which manages real-time super fund and insurances. Analysed and resolved production issues.

Key Achievements:

- Migrated data from client legacy systems and Data Warehouses.
- Integrated with 3rd-party systems for document generation.
- Collaborated with feature teams on code quality and performance improvements.

Technologies: Mixed .NET frameworks, SQL Server, PowerShell, jQuery, Angular, Vue.js, MongoDB, Azure, DevOps, CI/CD, Git, JIRA

Software Development Manager

Comgic | Jul 2017 - Apr 2019 (1 year 10 months)

Managed software development, delivery, and team processes for client-first integration solutions.

Key Achievements:

- Grew with the team and improved development processes.

Technologies: .NET Core, .NET 5, RESTful API, SQL Server, SQLite, Angular, Git, Bitbucket, Automation

Head of Integration

Midwinter Financial Services | Aug 2016 - Jun 2017 (11 months)

Designed and implemented public RESTful APIs for the AdviceOS platform to meet industry standards.

Key Achievements:

- Successfully designed RESTful APIs for the AdviceOS platform.
- Ensured compliance with industry standards.

Technologies: RESTful API, Open API, SQL Server, AWS EC2, AWS S3

Technical Director

Comgic | Feb 2014 - Aug 2016 (2 years 7 months)

Determined the technical direction of the agency. Managed the development team. Championed Agile practices.

Key Achievements:

- Set technical direction for the agency.
- Managed development teams.
- Championed Agile practices.

Technologies: Leadership, Agile, Technical Strategy, Team Management

Senior Application Developer

Amblique | Jan 2011 - Mar 2013 (2 years 3 months)

Tech-led high-profile Ecommerce projects and integration applications for large clients. Mentored developers.

Key Achievements:

- Delivered Ecommerce solutions for clients including Forever New, Supre, Bright Star Kids, and Laura Ashley.
- Led integration projects connecting Ecommerce platforms with third-party systems.
- Mentored junior and mid-level developers.

Technologies: .NET Framework, C#, ASP.NET, SQL Server, Ecommerce Platforms, Payment Gateways, API Integration

Software Developer

C4 Communication Pty Ltd | Aug 2010 - Dec 2010 (5 months)

Developed an online solution for Currency Services and Cards Payment.

Key Achievements:

- Built a secure online platform and integrated with 20+ third-party verification systems (ID Check, AML, Sanction Check).
- Delivered the project within a tight 5-month timeframe.

Technologies: .NET Framework, C#, ASP.NET, SQL Server, Payment Processing, Security Protocols, Compliance

DBA / Application Developer

CNH Industrial | Apr 2007 - Jul 2010 (3 years 4 months)

Served as both Database Administrator and Application Developer for industrial equipment management systems.

Key Achievements:

- Managed and optimized enterprise-level SQL Server databases.
- Developed applications and implemented data warehousing solutions.

Technologies: SQL Server, Database Administration, .NET Framework, C#, Data Warehousing, Business Intelligence

TECHNICAL SKILLS

- **Microsoft Technologies:** .NET Framework (1.0 - 4.8), .NET Core, .NET 6/8/9, C#, ASP.NET, Entity Framework
 - **Cloud & DevOps:** Microsoft Azure, AWS (EC2, S3), CI/CD Pipelines, Azure DevOps, Git, Docker
 - **Databases:** SQL Server, Azure Table, Entity Framework, Database Design, SQLite, MongoDB
 - **Integration & APIs:** RESTful APIs, Open API, Microservices, Service Bus, BizTalk, System Integration
 - **Frontend:** Angular, Vue.js, React, jQuery, TypeScript, JavaScript
 - **Enterprise Solutions:** Microsoft Dynamics, ServiceNow, CIAM, ITIL, Enterprise Architecture
 - **AI & ML:** LLM, Workflow Automation, MCP, Fine Tuning, RAG, System Prompting, Agentic/Context Development
 - **Hardware Engineering:** Embedded Systems, IoT Development, Wireless Communication, Circuit Design, PCB Layout, Microcontrollers, Automation
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EDUCATION

Master of Information Technology

University of Technology Sydney (2005 - 2007)

Bachelor of Industrial Engineering

China University of Mining and Technology (2001 - 2005)

INTERESTS & VOLUNTARY ACTIVITIES

Smart Home, DIY Electronics, 3D Printing, FPV, Drone Fishing, Skiing

Tech shed (Local Community), Electronics Camp (Local Community)