+65 83997371
Singapore
bebewho@gmail.com

MianMian Zhang
Technical Support Engineer

Portfolio: mianmianzhang.com
linkedin.com/in/mianmian-zhang

I am a curious, self-driven, fast learning technology enthusiast seeking for new challenges and opportunities. I have extensive experience in CDN, Cache, L3/L4/L7 DDOS mitigation and solving complex problem in DNS, TLS, HTTPS and other L7 application issues. I also have background in Web Development, Media production and Digital Media Art. I enjoy helping people, talking with customers, troubleshooting and solving unknown technical problems and issues.

SKILLS

Tools and Languages	cURL, shell scripting, Python, Git, Docker, Nginx, Network troubleshooting tools
Quantitative Research	Cickhouse, Grafana, SQL
Communication	English, Chinese (native)

TECHNICAL EXPERIENCE

Technical Support Engineer 02-2020 - Present
Cloudflare, Inc. *Singapore*

- Provide level 2 and level 3 support for Premium and Enterprise Customer through ticket, phone call and conference call.
- Troubleshoot complex problem in HTTP, DNS, Firewall, Ddos mitigation other networking-related problems
- Handle on-call, delegate tickets, coordinate with engineering team during incident
- Provide training QA and shadow session for new hires
- Interview candidates
- Updating internal and external runbook and developer documents in English and Mandarin

Freelance 02-2017 - 05-2018
Hangzhou, China

- Video producing and Image editing

Marketing Specialist 06-2016 - 01-2017
Compass China *Shanghai, China*

- Building B2B relationships on specific projects with key account clients
- Provide support on marketing.

EDUCATION

James Cook university Singapore 07-2018 - 10-2019
Master of Information Technology (Majoring in Interactive Technologies & Games Design)

ELISAVA | Barcelona School of Design and Engineering 09-2015 - 06-2016
Study Abroad program

Shanghai International Studies University 09-2012 - 06-2014
Bachelor of Fine Arts (Majoring in Digital Media Art)

ACTIVITIES / ACHIEVEMENTS

- Cloudflare Core Value Award in 2021
- Jumping from support Free/Pro/Business customer to Enterprise and Premium in the span of 6 months
- 4th Place in Game design 24 hours hackathon 2019
- Intern as Journalist in ART FACE, handling Media Public relations Interview artists, arrange exhibition, Community manager (WeChat Official Account).