

Elvis Bui

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PROFESSIONAL PROFILE

Backend software engineer with over six years of professional experience at Zuora, specialising in data and analytics platform engineering, payment gateway integrations, and business rules and data modelling for enterprise SaaS. Proven track record of shipping production releases end-to-end, owning security and compliance improvements, and operating autonomously as the sole UK-based engineer within a globally distributed team across US and APAC time zones. Experienced with Java and Spring Boot backend services, distributed SQL (Trino), AWS cloud infrastructure, and GenAI integration via Amazon Bedrock.

EXPERIENCE

Software Engineer II — Data & Analytics Platform, Data Model & Custom Logic

Zuora | May 2023 – Present | Remote, United Kingdom

- Enhanced usage analytics and forecasting capabilities by implementing new billable usage-type APIs and investigating net-amount behaviour for billed usage in response to real customer needs (e.g. Siemens), aligning analytics outputs more closely with how customers reason about revenue and discounts.
- Maintained an on-call schedule for data and analytics platform services, triaging and resolving production incidents across analytics APIs, data ingestion, and archiving components — consistently achieving resolution within 3–4 hours and contributing to a stable, low-incident platform.
- Served as lead engineer on 4–5 data and analytics platform releases per year, operating with a high degree of autonomy as the sole UK-hours engineer on a team distributed across the US East/West Coast and Beijing — coordinating with Change Management and operations to ship new platform service versions safely across sandbox and production environments, validated via monitoring and deployment checks.
- Drove security and compliance improvements across analytics and data-platform services by remediating over 50 CVEs across multiple backend services (segmentation, cache, and related components), and resolving information-disclosure issues in analytics APIs so malformed requests no longer expose internal implementation details.
- Improved performance, reliability, and cost efficiency of analytics workloads by tuning a distributed SQL engine (Trino) in sandbox environments — reducing compute usage by approximately 80% — fixing a critical timezone-related bug in analytics APIs, and addressing edge cases in scheduling and metadata during platform update and reprovisioning flows.
- Provided structured code review and technical guidance to a junior engineer onboarding to the ZDP project, and conducted peer review of senior engineers' pull requests — contributing to code quality and knowledge-sharing across the team.
- Established a reputation as a reliable cross-team point of contact for ZDP-related queries, delivering prompt support to dependent engineering teams; delivered solutions to complex incidents including integrating a GenAI-based insights feature with Amazon Bedrock, resolving IAM/permissions issues in staging, and significantly reducing test-infrastructure log volume across large Java test suites, making build output actionable for the whole team.

Software Engineer I — Payment Gateway Integrations

Zuora | Feb 2020 – May 2023 | Remote, USA → United Kingdom

- Contributed to Zuora's payment gateway integration services, maintaining and extending integrations with five or more payment service providers including Stripe, Adyen, Ingenico, FISGlobal (Access Worldpay), and PrimeiroPay — helping merchants process recurring card and alternative payment transactions reliably at scale.

- Worked on payment flows end-to-end, from gateway configuration through to response and error handling, improving the stability of payment processing and supporting production incident and debug efforts with the broader payments team.
- Collaborated with product, support, and engineering teams to troubleshoot customer-impacting payment issues, analyse transaction behaviour, and implement pragmatic fixes and hardening changes in the integration layer to reduce payment failures.
- Partnered with senior engineers on incremental improvements to gateway reliability and observability, including enhanced logging and diagnostic information around failed payment attempts to support investigation and customer success teams.
- Built a strong foundation in enterprise SaaS and online payments, gaining experience with multi-tenant billing concepts, payment gateway lifecycles, and the operational realities of running financial integrations for large B2B customers.
- Participated in the on-call rotation for payment gateway services, responding to production incidents and ensuring service availability — consistently resolving issues within 3–4 hours for Zuora's billing platform and its merchant customers.

EDUCATION

Bachelor of Science in Computer Science

The University of Georgia | Athens, GA, United States of America | Graduated Aug 2019

TECHNICAL SKILLS

Languages: Java, Python

Frameworks & Libs: Spring Boot, Node.js

Platforms & Tools: Amazon AWS (Bedrock, IAM), Docker, Trino, Grafana, Prometheus, Jira, Confluence, Postman, IntelliJ IDEA, VS Code

Databases: MySQL, PostgreSQL

AI Developer Tools: Claude Code, Google Gemini, OpenAI Codex, OpenCode

Operating Systems: Linux/Unix, macOS, Windows

PERSONAL PROJECTS

Home Lab & LLM Experimentation

Personal Project | Ongoing

- Architect and maintain a home server ecosystem running 20+ self-hosted Docker services, securely exposed via Pangolin on an external VPS — eliminating direct home IP exposure — with Cloudflare DNS, SSH hardening, and automated backups, demonstrating end-to-end infrastructure ownership outside of a professional environment.
- Operate a private Docker registry with a self-hosted registry UI, managing container image storage and distribution across the home lab — reinforcing container infrastructure skills applied in production at Zuora.
- Run local LLM inference using Ollama and OpenWebUI, experiment with MCP server integrations, and build custom agents and tooling — extending hands-on GenAI exploration beyond production Amazon Bedrock work and keeping pace with rapidly evolving AI tooling.

REFERENCES

References available on request.