
Ziming Zheng

Senior Software Engineer at Atlassian

 z.zheng1@unswalumni.com ·  linkedin.com/in/zimingzheng

 Australian citizen ·  Sydney, Australia or remote

ABOUT ME

Senior Software Engineer with 6+ years of experience at Atlassian, specializing in large-scale distributed systems and cloud infrastructure. Maintained critical services with 99.99+% availability, and delivering significant cost optimizations. Strong technical leadership demonstrated through mentoring, cross-functional collaboration, and driving complex migration projects. Passionate about building reliable, scalable systems while maintaining operational excellence and customer trust. Increasingly leveraging agentic engineering tools including Atlassian Rovo Dev to amplify delivery.

EXPERIENCE

Senior Software Engineer — Atlassian

Jan 2020 — Now

Joined as a graduate engineer in 2020, promoted to mid level in 2022 and to senior level in 2026.

Team 1: Jira Issue Backend

Oct 2022 — Now

Jira is an issue and project tracking software serving millions of customers worldwide.

- Leading a sharding data migration project to make Issue Service the single source of truth for all Jira issue data types, a significant milestone in the Jira Monolith decomposition. Designing the end-to-end migration plan based on tenant data shape and environments, and scaling service traffic by more than 8x in 2025 while maintaining SLO targets through proactive monitoring of DynamoDB capacities.
- Contributing to Jira Monolith decomposition and issue data migration from PostgreSQL to Issue Service (a new micro service) backed by DynamoDB.
 - Driving projects of various issue custom fields migration.
 - Maintaining Issue Service to uphold 99.999% availability on Issue Read Success Rate & 99.99% on other SLOs.

- Upholding 99.99% availability for critical Jira Issue Read REST & GraphQL APIs backed by Issue Service, with over 2 billion real-customer requests per day in production.
- Keep The Lights On: maintaining and contributing into decades-old Jira Monolith codebase.
- Troubleshooting and providing developer support for Enterprise and Premium customers, ensuring high customer satisfaction, data privacy, and trust on Jira Cloud. Collaborating with Customer Support teams.
- Mentoring new team members. Helping Atlassian recruit talents as a seasoned technical interviewer.

Team 2 Secondment: Cloud Operational Savings

Oct 2024 — Mar 2025

- Led a project to identify and migrate MegaCloud tenants to shared RDS instances through analysis of database performance metrics, in collaboration with Jira SRE.
- Reduced annual operational costs by ~\$500k through right-sizing MegaCloud RDS instances.

Team 3: Cloud Infrastructure

Jan 2020 — Oct 2022

- Contributed to Atlassian's service-to-service network, providing platform solutions including routing, authentication, rate limiting and more.
 - Maintained configurations of Envoy Proxy (an open-source proxy written in C++) for 2,000+ Atlassian micro services powering Jira, Confluence and other Atlassian products.
 - Contributed to an in-house configuration sidecar written in Go, wrapping Envoy proxy (Service Proxy).
- Led a project of 2 engineers to build new platform-agnostic APIs to enable multi-platform support for Service Proxy provisioning.
 - Extracted Service Proxy provisioning code from the Atlassian internal AWS deployment platform.
 - Built a new service written in TypeScript, from scratch to production, with 99.99% availability, handling about 500 deployment events per day on both AWS EC2 and Kubernetes platforms.
 - Collaborated with cross-functional teams, to address compliance-related challenges such as FedRAMP, enabling Atlassian cloud migrations for customers in government entities.

Software Engineer Intern — CSIRO Data61

Nov 2018 — Feb 2019

- Built a prototype to migrate CSIRO Workspace Windows Desktop applications written in C++ to a web service from scratch.
 - Designed a Node.js REST API server and an Angular frontend that calls those APIs.
 - The APIs are powered by Node.js C++ addons, which translate Workspace C++ libraries into JavaScript/TypeScript modules.

- Owned a non-trivial maintenance task to remove the legacy code for an online drag-and-drop user interface written in TypeScript.
 - Managed to upgrade the entire frontend framework from AngularJS to Angular 2, which required extensive architectural modifications.

Academic Tutor — UNSW Sydney

2018 — 2019

- Conducted tutorials for approximately 25 students each, providing tutoring object-oriented design (OOD) in Java.
- Created onboarding documentation with examples for JavaFX application development. This documentation was intended for the entire cohort of approximately 500 students who were enrolled in the OOD course each term.

EDUCATION

B.Sc. Computer Science with Distinction — UNSW Sydney

2016 — 2019

ACTIVITIES

Jane Street eTrading Hackathon — In March 2018, a team of 4 developed a bot for maximizing profit through exchanging financial derivatives in simulated markets.

IoT Project: Body Motion Tracking System — In November 2018, a team of 3 built an Android app to track human body motion using TI Sensortag CC2650 with real-time 3D visualization on body movements. I designed the 3D visualization and implemented data bindings between sensors and the 3D model. See more in the [project profile link](#).

REFERENCE

Contact details available upon request