

KYLE LONG

Software Engineer

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EDUCATION

Bachelor of Information Technology

Macquarie University
Major Software Engineering
2016-2019
GPA: 3.65/4

Scholarship: Awarded for academic excellence

SKILLS

CLOUD & INFRASTRUCTURE

[Atlassian Cloud](#) [GCP](#) [github actions](#)
[Cloud Run](#) [Cloud SQL](#) [AWS](#) [Docker](#)
[Bitbucket](#)

TECHNICAL SKILLS

[Next.js](#) [React](#) [Node.js](#) [Three.js](#)
[REST APIs](#) [WebGL](#) [Splunk](#) [SSO/SAML](#)
[HTTP/HTTPS](#) [SSL/TLS](#) [TCP/IP](#)
[Browser DevTools](#) [JavaScript](#) [Bash](#)
[SQL](#) [Git](#)

SOFT SKILLS

[Technical Troubleshooting](#)
[Customer Support](#) [Problem-solving](#)
[Technical Communication](#)
[Team Collaboration](#) [Documentation](#)
[Training & Development](#)

ADDITIONAL COURSES

Three.js Journey: Advanced WebGL development, real-time rendering, shader programming, and 3D graphics optimisation

WORK EXPERIENCE

Cloud Support Engineer | Atlassian March 2024 - August 2025

- ▶ **3D Data Visualisation:** Developed real-time 3D data visualisation platform using WebGL, Three.js, and React, implementing interactive globe interface that processes live support ticket data streams and renders complex metrics into actionable visual insights
- ▶ **Performance Dashboard:** Developed real-time analytics dashboard using JavaScript and browser APIs to visualise Key Business Metrics, implementing 7-day/30-day performance tracking with graphs comparing individual vs team vs target for data-driven insights
- ▶ **Internal Tools Development:** Built automated Slack application using Node.js, Docker, and AWS services, implementing scheduled delivery system for 220+ managers with 15 different bias awareness modules, reducing manual communication overhead
- ▶ **Customer Support & Escalations:** Resolved high-complexity customer configuration issues and technical roadblocks, providing guidance to customers, internal teams, and Atlassian Solution Partners

Technical Solutions Engineer | Google January 2020 - May 2023

- ▶ **End-to-end technical diagnosis and resolution** of customer issues across GCP products (Cloud Storage, Cloud SQL, Firestore, Firebase), including reproduction, root cause analysis, and workaround identification.
- ▶ **Acted as a technical consultant and subject matter expert** for customers and internal stakeholders, advising on cloud architecture and scalable deployment patterns.
- ▶ **Partnered with Product and Engineering teams** to escalate issues, contribute high-quality bugs, and advocate for customer needs to influence product improvements and fixes.
- ▶ **Created and delivered technical training** (e.g., Cloud SQL deep dives) and established a revised bug-review process that improved the quality of submissions across APAC.
- ▶ **Collaborated cross-functionally with global support teams**, mentoring engineers and contributing to internal/external g3docs, and troubleshooting best practices.

RECENT PROJECTS

- ▶ **[Personal site]** kyledlong.com
- ▶ **[Memorisation tool]** memo.kyledlong.com
- ▶ **[GPGPU visualisation]** gpgpu-flow-field.kyledlong.com
- ▶ **[e-commerce site]** heatherscoins.stg.kyledlong.com
- ▶ **[Live ticket visualisation]** gsac-world-view.kyledlong.com