

职业摘要:

作为一名拥有 MBA 与计算机双学位的资深 IT 工程师与 IT 经理，现任职于携程旅行网基础设施运维中心，拥有超过 20 年 IT 运维与管理经验。我在 IT 基础架构设计、运维体系建设、流程优化与治理、数据中心与服务器管理、运维自动化工具开发、信息安全与合规审计、国家级安全护网保障、人才培养与团队建设、IT 预算制定及大型项目实施等领域均有深厚积累与实践经验。

在职期间，我主导并参与了多项关键 IT 项目，包括：

- 公司 IDC 数据中心建设与机房整体迁移项目
- 国内及海外分公司与呼叫中心 IT 基础设施建设项目
- 服务器自动化部署与标准化运维体系项目

作为公司海外 IT 建设经验总结书籍《技术出海》的撰写成员之一，我系统梳理了企业 IT 全球化布局的实施路径与经验沉淀。

我同时持有 ITIL V3 与 PMP 项目管理专业认证，具备体系化的 IT 服务管理思维与项目交付能力，能够在全球化业务背景下统筹 IT 战略规划与落地执行，持续推动组织技术基础设施的稳定、安全与高效发展。

工作经历:

携程旅行网

中国上海市

IT 经理，项目经理，资深 IT 工程师

2006年12月至今

主要职责与成就:

1. 服务器与基础设施全生命周期管理

负责公司国内及海外分公司的服务器、存储等核心 IT 设施的日常运维管理，包括服务器上下线、迁移、硬件扩容、资产盘点及报废处置等工作。通过完善的生命周期管理体系，有效保障了全球业务系统的高可用性与稳定运行。

2. 合规审计与安全加固

深度配合审计、安全及项目团队，主导并落实年度内外部服务器审计工作。推动物理服务器与虚拟化平台的安全加固、配置标准化及流程优化，确保系统运行符合公司安全合规要求。

3. 重点项目实施与保障

参与并主导国内外重点项目的规划与落地，包括海外呼叫中心建设、各地机房新建与

搬迁、服务器操作系统升级等关键任务，确保项目按期、高质量交付。

4. 技术支持与问题分析

负责服务器及存储系统的故障分析与排查，针对复杂或疑难问题进行深度技术分析与根因定位，快速制定并执行解决方案，提升系统稳定性与恢复效率。

5. 服务器及IDC管理自动化工具开发

使用 Python 等编程语言主导开发多项服务器与机房管理工具，包括 IDC 环控展示与监控系统、IDC 出入审批与管理系统、服务器资源可视化平台、DHCP 地址池监控系统等。通过构建自动化与可视化运维工具体系，显著提升了数据中心与服务器运维效率。

6. 流程优化与资产管理

对服务器上下线流程进行系统分析与优化，完善资产管理机制，确保资产数据准确性。通过老旧服务器淘汰与资源再分配，优化IT资源结构，并根据业务发展趋势制定年度服务器设备采购与预算计划。

7. 文档规范与团队培训

审核并编写机房、服务器及存储系统的操作文档与管理规范，推动IT运维标准化建设。同时对内部员工与外包服务商进行技术培训与流程宣导，提升整体运维水平与执行一致性。

Matrix IT.

加拿大安大略省渥太华市

IT主管，项目经理

2003年12月至2006年6月

Matrix IT. 是一个总部设在渥太华的公司，其业务范围包括计算机网络及电子商务方案的咨询服务。作为IT主管和项目经理，我负责全公司的所有计算机及网络设施。我的一些工作职责包括：

- 1) 指定购买和升级从台式机到后台服务器在内的所有计算机设备。
- 2) 安装、设置并维护全公司所有的计算机硬件（包括工作站和服务器），软件，打印机和其他相关设备。
- 3) 和客户进行项目的谈判并撰写项目建议书；计划、指导并管理指定的项目。
- 4) 参与复杂的计算机网络设计和综合部署工作，包括：研究分析客户的业务需求并以此来为客户设计经济有效的网络解决方案；部署并通过全面测试来保证其满足客户的需要。
- 5) 为客户提供上门或远程技术支持；为客户的计算机网络系统提供全面深入的测试以便分析和解决客户遇到的问题。
- 6) 参与设计并维护公司及客户的网站。
- 7) 给公司员工及客户提供技术培训和技术支持。
- 8) 为客户提供并部署电子商务解决方案，包括定制Compiere等ERP软件；满足客

户对IT产品的洽询并为他们提供合理的建议。

上海福元实业有限公司

中国上海市

IT主管

1996年7月至1999年2月

在上海福元实业有限公司任职期间，我作为公司IT部门的主管，主要负责监督部门的日常运作和管理实践，对部门的运转系统和程序提供改进建议，并管理监督和实施这些改进计划。在公司期间，我的主要工作职责如下：

- 1) 对支持全公司的计算机和外围设备等进行管理和计划。
- 2) 负责公司的总部和5个分部的所有计算机及网络系统，并直接向总经理汇报。
- 3) 引进并设计客户信息管理数据库和档案，用以跟踪公司每个工程项目的最新进展。
- 4) 负责IT部门的总体财务计划，包括计划和管理每年的IT预算。

教育背景：

渥太华大学

加拿大安大略省渥太华市

科学学士

1999年3月至2003年12月

主修计算机科学

工商管理硕士 (MBA)

上海大学

中国上海市

工程学士

1992年9月至1996年7月

主修管理工程

语言能力：

流利的英语和汉语（普通话和上海话）

业余爱好：

工作之余，我对智能家居与物联网技术领域怀有浓厚兴趣。长期关注并深入研究各类主流智能家居平台与通信协议（如 HomeKit、Home Assistant、Matter、Thread 等），具备较强的系统集成与实际落地能力。曾为自己及亲友独立设计并部署多套智能家居系统，涵盖照明、安防、环境监测及能源管理等场景，并在多个智能家居社区与论坛上分享实践经验与技术方案，积极推动智能生活理念的普及与交流。

Professional Summary:

As a seasoned IT Manager and Senior IT Engineer with dual degrees in MBA and Computer Science, I am currently serving in the Infrastructure Operations Center of Trip.com Group. With over 20 years of experience in IT operations and management, I have developed deep expertise across IT infrastructure design, operations governance, process optimization, data center and server management, Automated Server & IDC Management Tool Development, information security and compliance, national cybersecurity protection, talent development, IT budgeting, and large-scale project execution.

During my tenure at Trip.com, I have led and participated in numerous key IT infrastructure projects, including:

- Construction and relocation of Trip.com's Shanghai IDC Data Center
- IT infrastructure deployment for domestic and overseas branch offices and call centers
- Implementation of automated server deployment and standardized operations systems

As one of the contributing authors of the corporate publication "Technology Going Global", I documented the company's overseas IT infrastructure development journey and best practices for global IT deployment.

I hold both ITIL V3 and PMP certifications, equipping me with a structured approach to IT service management and project delivery. I am capable of aligning IT strategy with business objectives in a global context, continuously driving the stability, security, and efficiency of organizational technology infrastructure.

Professional Experience:

Trip.com Group

Shanghai, China

IT Manager / Project Manager / Senior IT Engineer

December 2006 – Present

Key Responsibilities and Achievements:

1. Server and Infrastructure Lifecycle Management

Oversee the daily operation and maintenance of core IT infrastructure – including servers and storage systems – across domestic and overseas offices. Manage provisioning, migration, hardware expansion, inventory, and decommissioning processes to ensure business continuity and high system availability worldwide.

2. Compliance Audits and Security Hardening

Collaborate closely with audit, security, and project teams to execute annual internal and external server audits. Lead system hardening, configuration standardization, and process optimization initiatives to maintain compliance and ensure secure, stable operations across both physical and virtualized environments.

3. Major Project Implementation and Support

Lead and support major IT infrastructure projects such as overseas call center establishment, data center construction and relocation, and large-scale OS upgrade programs—ensuring projects are delivered on time and meet quality standards.

4. Technical Troubleshooting and Problem Analysis

Conduct in-depth root cause analysis of complex server and storage issues. Design and implement effective remediation plans to improve system resilience, reduce downtime, and enhance operational reliability.

5. Automated Server & IDC Management Tool Development

Lead the development of multiple server and data center management tools using Python and other programming languages, including an IDC environmental monitoring and dashboard system, IDC access approval and management platform, server resource visualization system, and DHCP pool monitoring tool. By building automated and visualized operations platforms, significantly improve data center and server management efficiency.

6. Process Optimization and Asset Management

Streamline and optimize server provisioning and decommissioning workflows. Maintain precise asset inventory through enhanced lifecycle management. Drive IT resource reallocation and capacity optimization by decommissioning legacy servers, while preparing annual hardware procurement and budgeting plans aligned with business growth.

7. Documentation Standards and Team Training

Develop and review technical operation manuals and procedural documentation for data center, server, and storage systems. Promote standardized IT operations practices and deliver training sessions for internal teams and external service vendors to ensure process consistency and operational excellence.

Matrix IT.

Ottawa, Ontario, Canada

IT Supervisor / Project Manager

December 2003 – June 2006

Matrix IT is an Ottawa-based company specializing in network infrastructure and e-commerce consulting services. As IT Supervisor and Project Manager, I was responsible for all corporate IT systems and network facilities.

Key Responsibilities:

- 1) Oversaw procurement and upgrade of all computing equipment, from desktops to back-end servers.

- 2) Installed, configured, and maintained all company hardware (workstations, servers, printers, and peripherals) and software systems.
- 3) Negotiated with clients, prepared project proposals, and managed full project lifecycles from planning to completion.
- 4) Designed and deployed complex network infrastructures, analyzing client requirements and delivering cost-effective, reliable networking solutions validated through comprehensive testing.
- 5) Provided on-site and remote technical support, diagnosing and resolving client system issues.
- 6) Designed and maintained corporate and client websites.
- 7) Delivered technical training and ongoing support to staff and clients.
- 8) Deployed e-commerce solutions, including customization of Compiere ERP, and advised clients on optimal IT products and solutions.

Shanghai Fuyuan Industrial Co., Ltd. Shanghai, China

IT Supervisor July 1996 – February 1999

During my tenure at Shanghai Fuyuan Industrial Co., Ltd., I served as the IT Department Supervisor, responsible for overseeing daily IT operations and management practices. I evaluated and improved departmental systems and processes, and supervised the execution of enhancement initiatives. My key responsibilities included:

- 1) Managed and planned IT infrastructure, including computers and peripheral equipment across the company.
- 2) Oversaw all computer and network systems for the headquarters and five branch offices, reporting directly to the General Manager.
- 3) Introduced and designed a customer information management database to track the progress of company engineering projects.
- 4) Developed and managed the overall IT financial plan, including annual IT budget planning and control.

Education: University of Ottawa Ottawa, Ontario, Canada

Bachelor of Science in Computer Science March 1999 – December 2003

Master of Business Administration (MBA)

Shanghai University Shanghai, China

Bachelor of Engineering in Management Engineering

September 1992 – July 1996

Certifications:

- **PMP** — Project Management Professional
- **ITIL V3** — IT Service Management

Languages: Fluent in English and Chinese (Mandarin and Shanghainese)

Personal Interests:

Outside of work, I have a strong passion for smart home and IoT technologies. I actively research mainstream platforms and communication protocols such as Apple HomeKit, Home Assistant, Matter, and Thread, and have independently designed and deployed multiple smart home systems for myself, family, and friends—covering lighting, security, environmental monitoring, and energy management scenarios. I also share my experiences and integration best practices on several smart home communities and forums, contributing to the advancement of intelligent living solutions.