Mao-Lin Wang

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SUMMARY

DevOps engineer and Cloud Platform Team Lead with deep expertise in Linux, Kubernetes, CI/CD, and AWS. Demonstrated ability to solve complex infrastructure problems independently and lead teams to deliver.

SKILL

- ***Linux*** | System admin and architecture including building, managing, maintaining, monitoring, and tuning, SRE.
- ***Education*** | Training, study circle host, workshops, companies, and in university as a teaching assistant since 2013.
- ***DevOps*** | Distributed systems, Container, Docker, Kubernetes, GitHub/GitLab, Ansible, Terraform, Prometheus, AWS Infra.

EXPERIENCE

SHOPLINE Senior Cloud Engineer & Cloud Platform Team Lead

Aug 2024 - present | Taipei, Taiwan

- Concurrently serving as Cloud Platform Team Lead since Jul 2025.
- Built EKS control plane and Cilium dashboards to quantify slow Pod scale-out and expose API server scale-up risk; led Cilium/AWS throttling root-cause analysis with a mentee, cutting P99 Pod startup 50–70% and event pre-warm cost 50%.
- Authored an OpenResty WAF redesign after DDoS P0s, enforcing default rate limits on all public paths plus per-URI limits; rolled out to all stacks in Mar 2026, withstanding 3+ DDoS attacks (peak 2.51M RPM) with zero shop impact.
- Led the EKS upgrade process (add-on inventory, upgrade guide, API version checks) and codified it into an AI agent skill, cutting pre-check effort from 5 to 1 person-day while keeping upgrades zero-downtime.

National Institute of Cyber Security Researcher

Oct 2023 - Jul 2024 | Taipei, Taiwan

- Advised government agencies on digital resilience and high availability architectures, ensuring robust and continuous operations.
- Developed and implemented comprehensive cloud security guidelines for government agencies.
- Created and standardized CI/CD guidelines for GitHub/GitLab to streamline software development and deployment processes within government agencies.
- Promoted and provided guidelines for Software Bill of Materials (SBOM) to enhance software supply chain transparency and security in government agencies.

AppWorks School SRE Adjunct Lecturer

Sep 2023 - May 2024 | Taipei, Taiwan

- Designed and delivered a Kubernetes course for students, covering topics such as Kubernetes architecture, deployment, and troubleshooting workshops.

Amazon Web Services Cloud Support Engineer II/I/Associate

Jul 2019 - Aug 2023 | Ireland / Taiwan

- Mandarin Engineer of the Year (2022, EMEA team).
- Certification of AWS EKS Subject Matter Expert.
- Creator of EKS operations helper (Tampermonkey script) to streamline workflow.
- Mentor of DevOps and Security domain services.
- Interviewer of DevOps domain.
- Received over 300+ 5-star ratings from customer feedback.
- Maintainer of Accessibility and Usability of EMEA language and Mandarin team pages in internal Knowledge Management system.
- Troubleshooting and resolving business critical issues for customers in various industries about Kubernetes and CI/CD domain services.

Bridgewell DevOps & Project Manager

Sep 2018 - Jun 2019 | Taipei, Taiwan

- Spearheaded the building of Kubernetes from scratch.
- Streamlined the CI/CD pipeline through GitLab templates optimization.
- Optimized and reduced overall product deliverable package size by 80% through Docker image optimization.
- Led the implementation of an internal financial system as project manager and frontend engineer, collaborating with multiple departments to ensure successful delivery of project requirements.

EXPERIENCE (ORGANIZATION / COMMUNITY)

MOLi - Makers' Open Lab for Innovation Event Coordinator 2015 - Jul 2019 | Nantou, Taiwan / Remote

- Coordinated over 10 MOLiDay sharing events, featuring various topics such as technology, education topics.
- Managed the organization's Facebook fan page, utilizing content creation and social media marketing strategies to engage with followers and promote events.

KKTIX: https://moli.kktix.cc/

MOLi - Online study circle Host Nov 2020 - May 2022 | Remote

- 2020 - 《鳥哥的 Linux 私房菜：基礎學習篇》
- 2021 - 《Docker in Action 2nd edition》
- 2022 - 《Kubernetes in Action》

CERTIFICATE

Certified Kubernetes Administrator (CKA) by The Linux Foundation Dec 2021 - Dec 2024
EKS Subject Matter Expert by AWS Support Engineering Apr 2022 - present

PUBLICATIONS

2022 iThome 鐵人賽 DevOps 組優選 Jan 2024 | Remote

- 那些文件沒有告訴你的 AWS EKS：解析 Kubernetes 背後的奧秘（iThome 鐵人賽系列書 - https://www.tenlong.com.tw/products/9786263337145）

MOLi - Online study circle Collaborative notes Dec 2022 | Remote

- Webpage - https://lsa.moli.rocks/study-circle/docs/
- HackMD - https://hackmd.io/@ncnu-opensource/linux-study-circle/

NCNU OpenSource Collaborative notes 2014 - present | Remote

- GitHub - https://github.com/NCNU-OpenSource
- HackMD - https://hackmd.io/@ncnu-opensource/book

PRESENTATIONS

深入淺出 EKS Pod Identities iThome 鐵人講堂
Amazon EKS 與現代化應用管理者實踐 AWS 現代應用開發賦能系列 Mar 21, 2024
EKS 上的一些安全性常見問題 AWS User Group Taiwan - Taichung Mar 16, 2024
EKS 上的一些常見問題 AWS User Group Taiwan - Taipei Mar 14, 2024

EDUCATION

Master of Information Management

National Taiwan University of Science and Technology Sep 2016 - Aug 2018 | Taipei, Taiwan

On the Design and Implementation a Logging Management System that Satisfying Common Criteria Security Auditing Requirements with the Blockchain Technology

Keywords: Common Criteria, Security Auditing, Blockchain, Smart Contract, Hyperledger

Bachelor of Information Management

National Chi Nan University Sep 2011 - Aug 2016 | Nantou, Taiwan

On the Design and Implementation Reaction Mechanisms of a Intrusion Detection and Prevention System in Linux Kernel-Level

Keywords: Virtual Machine, Virtual Machine Monitor, Intrusion Detection and Prevention System, Linux Kernel