

ADRIAN XU

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Professional Summary

Technical Support Engineer and Software Engineer with 4+ years of experience troubleshooting production systems, APIs, enterprise software integrations, and Windows-based applications. Experienced in investigating complex technical issues through log analysis, API testing, SQL queries, code-level debugging, and cross-system root cause analysis. Strong programming background in C#, Java, Python, JavaScript/TypeScript, and SQL, with experience building internal diagnostic and automation tools. Familiar with AI/LLM application development, Retrieval-Augmented Generation (RAG), prompt engineering, and AI API integration. Skilled at translating complex technical findings into clear customer-facing solutions and collaborating with engineering, product, QA, and field teams.

Technical Skills

Support & Troubleshooting: Production Support, Incident Triage, Root Cause Analysis (RCA), Log Analysis, Debugging, Issue Reproduction, Escalation Management, Technical Documentation

APIs & Integrations: REST APIs, HTTP/HTTPS, JSON, API Authentication, Webhooks, Postman, cURL, Third-Party Integrations, Distributed System Troubleshooting

Programming: C#, .NET, Java, Python, JavaScript, TypeScript, SQL, Bash, PowerShell

AI & LLM: Generative AI, LLMs, Retrieval-Augmented Generation (RAG), Prompt Engineering, AI API Integration, Embeddings, Vector Search

Cloud & Infrastructure: AWS (S3, EC2), GCP, Docker, Linux, Windows, Windows Services, FTP/SFTP, SMB, TLS/SSL

Backend & Data: PostgreSQL, Spring Boot, Node.js, Apache Kafka, RESTful Services, CSV, XML

Tools: Git, GitHub, Bitbucket, Jira, Visual Studio, VS Code, IntelliJ IDEA

Professional Experience

FutureDial, Inc.

March 2022 – Present

Software Engineer

Dallas, TX

- Provide technical support and production troubleshooting for enterprise software platforms and device-processing systems used by customers including Verizon, GXO, and DHL.
- Investigate complex production incidents by analyzing application logs, Windows system logs, API requests/responses, device communication traces, configuration files, and system behavior across multiple services.
- Troubleshoot REST API and third-party integration issues involving HTTP requests, JSON payloads, authentication, timeouts, unexpected responses, data mismatches, and communication failures.
- Perform code-level debugging in C#/.NET to determine whether incidents originate from application defects, infrastructure, device communication, configuration, or external integrations.
- Conduct root cause analysis for recurring production failures and collaborate with engineering, QA, field application engineers, and customer teams to implement corrective and preventative actions.
- Develop C# and Python utilities for log processing, file operations, API interactions, system diagnostics, data validation, and repetitive support workflows, reducing manual troubleshooting effort.
- Supported integration between FutureDial software, robotic automation systems, device hardware, and customer platforms for a large-scale Verizon/GXO automation project.
- Diagnosed API contract mismatches, concurrency deadlocks, device connectivity failures, image-processing issues, hardware communication errors, and workflow eligibility conditions across integrated systems.
- Implemented and validated fixes through development, testing, deployment, and production verification, helping move an enterprise automation workflow from demonstration to production.
- Use SQL and structured operational data to investigate transaction failures, validate processing results, identify recurring patterns, and correlate events across multiple systems.
- Support Windows-based production environments including Windows services, networking, file systems, permissions, SMB shares, FTP/SFTP transfers, TLS connectivity, and connected devices.
- Work with AWS S3, EC2, and GCP resources supporting application deployments, file storage, diagnostics, and production operations.
- Create troubleshooting documentation, investigation summaries, and RCA reports while communicating technical findings to engineering and non-engineering stakeholders.
- Participate in customer-facing deployments, demonstrations, training, and on-site support, including deployment and operational support across approximately 80 workstations at a DHL facility.

Education

Carnegie Mellon University

August 2022 – May 2024

Master of Science in Electrical and Computer Engineering – Software Engineering

University of California, San Diego

September 2021

Bachelor of Science in Mathematics–Computer Science

GPA: 3.92 / 4.00, Magna Cum Laude