

Ching Hau Yin Sarah

Solution Consultant

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A detail-oriented and adaptable individual proficient in solution consulting and project management, I bring experience in analyzing and solving business problems, managing system implementations, and providing system training. Able to provide customer service and collaborate with internal teams to achieve client satisfaction. I have a strong background in supply chain management, skilled in optimizing processes to improve performance. With a certificate in specific Adobe software, I acquire basic design and web development skills.

Experience

Solution Consultant Trainee

Bedford Technologies Limited

Jul 2021 – Present

- Developed customer solutions for various systems including CRM, Leasing, POS, Accounting, and ERP systems and websites under WordPress.
- Worked with customers and internal programmers to gather requirements and streamline workflows, ensuring timely delivery of systems that meet client needs.
- Conducted system demonstrations and training sessions to enhance client understanding and usage of the systems.
- Managed the complete system implementation process, from designing migration plans to system setup and User Acceptance Testing (UAT), ensuring client satisfaction with system delivery.

Census and Statistics Department

Enumerator(Census Service Centre)

May 2021 – Jul 2021

- Collecting and recording data related to population, housing, and other demographic information in Hong Kong.
- Explaining the purpose and importance of the census to residents and answering their questions about the process

Part-time Passenger Service Agent (Internship)

Jardine Air Terminal Services Limited

Jun 2020 – Nov 2020

- Collecting and recording data related to population, housing, and other demographic information in Hong Kong.
- Explaining the purpose and importance of the census to residents and answering their questions about the process

Education

Bachelor of Business Administration (Honours) in Supply Chain Management
(BBA SCM)

2017-2021

The Hang Seng University of Hong Kong

Certificate

- Project Management Professional (PMP®) Preparation Course
- Certificate in Adobe InDesign x Photoshop x Illustrator CC
- Certificate in Multimedia Web Design and Interactive Application Development

Skills

Cantonese: Native

English: Fluent (IELTS Band 6)

Mandarin: Fluent

National Putonghua Proficiency Test (PSC):

Lv. 3B

- Project management
- Website Administration
- CRM, POS, ERP System
- Leasing System
- System analysis and design
- System Maintenance
- Microsoft Office
 - (Word, Excel, PowerPoint)
- Adobe
 - (InDesign, Photoshop, Illustrator CC & Dreamweaver)
- Figma