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Personal Summary

Data Analyst with 2 years of experience turning raw data into actionable insights. Proficient in Python, SQL, and Excel-based automation tools. Experienced in data visualization, stakeholder communication, and data-driven problem solving. Passionate about driving impact through analytics and continuous learning.

Education Background

The Hong Kong University of Science and Technology (HKUST)

2018 - 2023

Bachelor of Engineering in Industrial Engineering and Decision Analytics (IEDA)

Focus: Data-driven decision making, operations research, statistics, and business consulting

Related Experience

Hong Kong Secondary School Mathematics Teacher

Sep 2023 - Aug 2024

- Analyzed student performance data to identify learning gaps and improve teaching outcomes.
- Developed custom Excel/VBA tools to automate grading and monitor student progress.
- Designed data-driven lesson plans to improve student performance and engagement across algebra, probability, and statistics topics.

Towngas – Industrial Trainee (Customer Service Operation Support)

Aug 2021- Aug 2022

- Collaborated with 50+ frontline staff to gather insights and improve rostering system effectiveness.
- Built a Microsoft Power Apps chatbot for onboarding 100+ new employees; analyzed usage data to improve training efficiency.
- Optimized employee shift scheduling to align with call demand patterns using Excel and VBA.
- Automated manual workflows with Microsoft Power Automate (RPA), reducing repetitive admin tasks.

I'M Intelligent Memory Limited (Manufacturing Engineering Intern)

Jun 2021 - Aug 2021

- Developed a production time prediction algorithm with teammates and designed input interface and database.
- Analyzed defect trends using Python to identify correlations and improve quality control.
- Created PivotTables to track and visualize production performance over weeks and months.

Technical Skills

- Python (pandas, numpy, matplotlib, seaborn)
- Structured Query Language (SQL)
- Power BI, Excel, VBA
- R (basic)
- Languages: Native in Cantonese, Fluent in Mandarin and English

Certifications & Interests

- Qualified Swimming Teacher (Hong Kong Swimming Teachers' Association)
- Interests: Swimming, running, hiking