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(LinkedIn)
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Top Skills

Logic
Philosophy
Philosophy of Mind

Languages

English
Mandarin
Cantonese

Certifications

Generative AI: Prompt Engineering
Basics
Professional Scrum Master™ I (PSM
I)

Charles Tsoi

Technical PM | Enterprise Solutions | Ex-Apple & Accenture | PMP |
MSc
Hong Kong, Hong Kong SAR

Summary

Technical Program Manager with 7+ years of experience bridging the gap between complex engineering (Serverless, AI/LLM) and business strategy. Proven track record at Apple and Airport Authority in delivering high-scale digital products. Currently pursuing MSc in IT Management with a focus on Enterprise AI integration. Expert in translating technical constraints into product roadmaps.

CORE COMPETENCIES

Technical: System Design Concepts, API Strategy (REST), Cloud Infrastructure (Serverless), LLM/Generative AI Integration, Agile/Scrum.

Strategic: Roadmap Planning, Vendor Management, Stakeholder Negotiation, Risk Mitigation.

Tools: Jira, Confluence, Tableau, Azure DevOps.

Experience

Airport Authority Hong Kong

IT Project Manager (Official Rank: Assistant Manager)

March 2025 - Present (1 year)

Hong Kong SAR

Enterprise AI Strategy: Spearheading the organization's AI roadmap; and architected and deployed LLM-based agents for internal security automation and data processing, reducing manual query time by 80%.

Digital Transformation: Leading the end-to-end delivery of a critical internal Insurance System. Managed the technical trade-offs between business requirements and vendor capabilities to ensure on-time launch.

Vendor Architecture: Conducting technical due diligence on external vendors (Microsoft ecosystem) to ensure proposed AI solutions meet enterprise security and scalability standards.

Apple

Engineering Project Manager (Specialized Consultant via Manpower)

October 2022 - September 2024 (2 years)

Hong Kong SAR

Serverless Migration: Partnered with Engineering Leads to manage the transition of iWork backend infrastructure to a Serverless architecture.

Facilitated architectural reviews and dependency mapping, resulting in improved scalability and reduced latency.

Genmoji Integration: Orchestrated the cross-functional delivery of Genmoji features under iWork. Managed dependencies between the CoreML team, UI Engineering, and QA to hit strict WWDC release windows.

Global Engineering Orchestration: acted as the primary unblocker for two remote engineering teams. Replaced passive status reporting with proactive risk management, identifying API dependency blockers weeks in advance.

Accenture

Business and integration arch specialist

August 2021 - September 2022 (1 year 2 months)

Hong Kong SAR

Agile Transformation: Managed two mobile development squads. Shifted the team from "feature factory" to value-driven delivery, improving sprint velocity by ~20%.

Technical Analysis: Translated vague business requirements into executable user stories with defined acceptance criteria and API contracts, reducing developer rework.

The Hong Kong Jockey Club

IT Solutions Analyst (Horse Racing)

May 2019 - July 2021 (2 years 3 months)

Sha Tin, Hong Kong

Solution Sizing: Conducted technical feasibility studies and cost/effort sizing for high-volume betting hardware and software solutions.

API & Security: Defined requirements for critical information dissemination APIs and security key services, ensuring zero-downtime compliance during race days.

A.S. Watson Group

Senior Business Analyst

October 2018 - May 2019 (8 months)

Fo Tan

- Worked under Asia e-lab which coordinates Asia offices to develop and implement online channels and marketing campaign
- Managed the release management process from end to end and act as the gatekeeper to the production environment, while ensuring a smooth delivery of planned releases
- Acted as first support line for frontend website and SAP systems

Cathay Pacific Airways

5 years 11 months

Assistant Digital Product and Technology Manager (Asia Miles)

2018 - September 2018 (less than a year)

Chek Lap Kwok, Hong Kong

- Worked under Digital Product to implement online initiatives and vendor management
- Assisted in creating digital business case, writing product requirements and adheres to product development processes to deliver products
- Engaged with software delivery and quality assurance vendors to construct the development of quality customer experience at improved cost and time to market

Product Owner - Mobile

2016 - 2018 (2 years)

- Led a team of 20 in Agile project approach to develop mobile app functionalities for Cathay Pacific Airways.
- Coordinated with external vendors to evaluate system integration solutions.
- Managed department expectations and provided up-to-date releases.

Product Owner - Online Self Service

2015 - 2016 (1 year)

- Led a team of 6 colleagues in developing self-service applications using Agile project approach.
- Coordinated with internal parties and service center to analyze pain points and provide solutions.
- Distributed detailed business requirement documents and tools documentation to concerned parties.

Platform Development Executive

November 2013 - 2015 (2 years)

- Developed test scenarios and plans for online self-service system, aligning with business and technical priorities

- Analyzed web and mobile applications to provide personalized solutions for passengers
- Managed daily inquiries on servicing tools at Cathay Pacific Airways

E - Business Service Officer (via Faro)

November 2012 - November 2013 (1 year 1 month)

- Developed and executed test scenarios for Cathay Pacific Airways' online self-service system to prioritize business and technical needs.
- Monitored and implemented test cases to ensure system functionality and performance.

Education

The Chinese University of Hong Kong

Master's degree, Information and Technology Management (MScITM) · (March 2027)

Lingnan University

Master of Philosophy (M.A), Major: Practical Philosophy

Lingnan University

Bachelor of Arts (B.A.), Major: Philosophy; Minor: Media writing