LAI PICK HAO

BACHELOR OF COMPUTER SCIENCE (HONS) SOFTWARE ENGINEERING

About Me

A 23-year-old IT enthusiast seeking a position in Information Technology to leverage my skills and knowledge for continuous improvement and organizational growth. Currently exploring opportunities to contribute to innovative projects and enhance operational efficiency.

- 018-2612268
- pickhao0905@gmail.com
- Seremban, Negeri Sembilan, Malaysia

HARD SKILL

- Basic SQL, HTML, C++, SAP ABAP
- Microsoft Word, Excel
- Sales Reporting
- Data Analysis

SOFT SKILL

- Teamwork
- Problem Solving
- Communication
- Willing to Learn
- Time Management

LANGUAGE

- Mandarin : 5/5
- English : 5/5
- Malay : 3/5

EXPERIENCE

Synergy Via Online/ L&L Annew Enterprise
Kuala Lumpur
July 2023 - August 2024
Personal Assistant

- Developed and managed an Instagram account for product promotion.
- Utilized social media tools to drive customer engagement and sales growth.
- Proposed and executed marketing strategies to enhance brand visibility.
- Automated monthly sales reporting for streamlined analysis.
- Integrated technological solutions into customer service processes, enhancing efficiency.

Capital Market Risk Advisor Sdn Bhd
Kuala Lumpur
January 2023 - April 2023
Internship

- Designed and created user interface screens for applications.
- Implemented system functionalities to meet project requirements.
- Conducted thorough system testing to ensure reliability and performance.
- Fixed bugs and resolved system issues to maintain software integrity.

EDUCATION

2019-2020
Inti International University

- Foundation in Business Information Technology
- CGPA : 3.71/4.0

2020-2023
Inti International University

- Bachelor of Computer Science
- CGPA : 3.19/4.0

ACHIEVEMENT & PROJECTS

- CCNAV7 : Introduction to Network
- IBM SPSS Statistics
- Developed a blockchain based voting system in my final year project
- President's Honour Roll in Foundation Programme
- Received a 30% tuition fee waiver for Foundation Programme
- Improved customer satisfaction through fast, tech-enabled responses and streamlined service processes.