Chun Hin (Cliff) Siu

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Personal Website:

Summary of Qualifications

- **Data Analysis:** 1 year of hands-on experience. Reviewed and assessed the accuracy and completeness of data for digital applications.
- **Hospitality:** Over 3 years of proven success in hospitality, achieving an 85% satisfaction rating and fostering customer activity.
- **Team Leadership:** Experienced team leader and collaborator, adept at training and supervising more than 5 employees.
- **Organizational Skills:** Demonstrated ability to maintain an error-free environment through meticulous daily planning and organization.
- **Multilingual:** Fluent in Chinese and Cantonese.

Technical Skills

Operating Systems:	*Windows 10,11*
Applications & Tools:	*Microsoft Excel, Azure Sandbox, PowerPoint*
Tools:	*Google Workspace, RDBMS, IBM Cognos Analytics, Jupyter, SQLite, Tableau, Bigquery, PowerBI*
Project Management Fundamentals:	*Agile, Waterfall, Scrum, Kanban, Trello*
Languages:	*SQL, Python, R Studio, CSS, HTML, Javascript*

Education & Certifications

Microsoft Azure Fundamentals Professional Certificate	**February 2023**
IBM Data Analyst Professional Certificate	**April 2023**
Google Data Analyticsl Certificate	**September 2022**
SOA - Exam P	**September 2020**

Junior Data Analyst Program   **Jan 2023 – Apr 2023**
NPower Canada │ Toronto
14-week intensive online training on the fundamentals of computer technology, and project management

- Utilize Excel spreadsheets to perform data wrangling and data mining
- Develop working knowledge of Python language for data analysis using Pandas and Numpy
- Effectively complete a capstone project by collecting data from multiple sources, performing exploratory data analysis, data wrangling, statistical analysis and mining of the data using Python libraries
- Work extensively on creating charts and plots to visualize data, and building an interactive dashboard using IBMs Cognos Analytics and various Excel charts/graphs
- Visualize data using Python libraries including Matplotlib, Seaborn, Plotly and Dash
- Compose queries to access data in cloud databases using SQL and Python from Jupyter notebooks
- Explain cloud concepts, benefits of cloud computing and core Azure architecture components
- Use core Azure services and choose the Azure AI services that best address a company's challenges
- Control Azure spending and managing bills by applying recommended practices to minimize cost
- Demonstrated a high level of understanding of Agile Project Management Lifecycle and key techniques and successfully complete Agile projects using tools such as Scrum, Kanban

Bachelor of Science Degree in Mathematics and Statistics **July 2020**
University of Toronto │ Toronto, Ontario

Work Experience

Data Analyst **Aug 2023 - Present**
Peroptyx │ Canada
- Analyzed and researched real-world data to make more than 100+ informed decisions that positively impacted data integrity every week
- Analyzed data extracted from iOS users to aid in training the company's AI machine-learning technology.
- Demonstrated attention to detail with the ability to spot data inconsistencies resulting in improved data accuracy
- Report any inconsistencies and outliers to the team

Grocery Supervisor **Oct 2023 - Present**
T&T Supermarket │ Toronto, Ontario
- Led a high-performing team of 5 grocery associates, implementing strategic supervision that resulted in a notable 10% increase in overall productivity.
- Utilize historical data and forecasting models in spreadsheets to optimize inventory levels, ensuring efficient ordering and preventing stock overflow. Regularly review and adjust strategies based on sales data for continual improvement.
- Identified any negative results by comparing the performance with the previous year

Grocery Associate **June 2022 - Oct 2023**
T&T Supermarket │ Toronto, Ontario
- Delivered exceptional customer service by promptly addressing inquiries, providing detailed product information, and conducting backstock checks, contributing to a positive shopping experience for approximately 50 customers daily.
- Managed the flow of approximately 200+ items, organizing back stock areas, preparing products for stocking shelves, and rotating them through by date
- Played a pivotal role in the onboarding process, training and mentoring 3 new team members on company policies, operations, and day-to-day responsibilities.
- Demonstrated outstanding interpersonal skills, actively listening to customer concerns and providing tailored solutions to meet their specific needs.
- Earned recognition as the 2023 Outstanding Staff of the Month for consistently exceeding performance expectations.
- Provided constructive guidance and feedback to team members, ensuring the accurate and timely completion of tasks.