

## Hoi Wai CHUM

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### Profile

- IT professional with around 3 years of experience in project and product/application management within the banking industry. Certified PMP with proven proficiency in SDLC, Agile, Waterfall, DevOps methodologies, and a deep understanding of digital product lifecycle management. Demonstrated ability to manage and deliver high-level IT projects on time and within budget, leveraging strong analytical skills and proficiency in Python, SQL, Excel, R, Jira, and Tableau. Certified in Google Data Analysis and skilled in utilizing advanced software tools to drive data-driven decisions. Excellent at fostering team collaboration and communication across diverse groups. Committed to innovation, adept at navigating complex challenges to deliver efficient and effective technology solutions, and focused on aligning project outcomes with customer expectations and business objectives.

### Work Experience



#### **DBS Bank Digital Banking IT SME and Production Manager, Taiwan**

**Aug 2023 - Apr 2024**

- Serve as the primary liaison between the IT development team and business units, leading to a 15% increase in issue resolution efficiency by facilitating effective communication.
- Led digital banking projects from initiation to closure using Agile methodologies, achieving a 10% improvement in adapting to market changes.
- Collaborate closely with software developers, reducing the time to implement fixes and enhancements by 12%, thereby improving the reliability of the digital banking system.
- Conduct in-depth discussions with the Regional Support team, identifying root causes of technical challenges, and achieving a 18% reduction in recurring system issues.
- Coordinate with cross-functional teams to align digital banking objectives, contributing to a 3% increase in customer satisfaction and a 74% grow in digital banking usage.



#### **Citibank IT Project Manager and Application Manager, Taiwan**

**July 2022 - Aug 2023**

- As the Application Manager for the Internet Banking System which is integrated by 25 different products, orchestrated efforts that led to a 4% reduction in incident rates through strategic vendor management and effective cross-functional collaboration.
- Spearheaded a system security enhancement initiative by employing SDLC principles, successfully diminishing system vulnerabilities by 10% and bolstering overall security posture.
- Collaborated successfully with regional teams and DBS in a high-stakes banking divestiture program, managed the transition of 18 banking applications and 100TB of data, reducing transition risks achieving 0% data loss.
- Drove significant improvements in a major banking application, enhancing security by 7% and operational efficiency by 11% through meticulous vulnerability assessments and targeted remediation strategies.
- Employed the Hybrid methodology to realign vendor capabilities with evolving business needs, achieving a 6% faster project completion rate and notably increasing stakeholder satisfaction.



#### **Citibank IT Project Specialist(Contractor), Taiwan**

**Sep 2021 - Jun 2022**

- Leveraged DevOps methodologies to accelerate IT application deployments, enhancing project delivery efficiency by 7%.
- Facilitated a collaborative effort with Third-Party Vendors to rectify system bugs, achieving a 12% improvement in system stability.
- Led the execution of User Acceptance Testing (UAT) and unit testing, ensuring the robustness and reliability of application updates.
- Utilized advanced security tools including Archer, Checkmarx, and Blackduck for comprehensive vulnerability scanning, reinforcing system integrity.
- Implemented Continuous Integration/Continuous Deployment (CI/CD) practices, maintaining an exemplary 99.5% application uptime and markedly enhancing the responsiveness to customer demands.

### Education

#### **Bachelor of Business Administration**

**Sep 2018 - Jul 2021**

#### **National Taiwan University of Science and Technology**

- Relevant Coursework: Technology Venturing, Strategic Management, Big Data Marketing and Python

### Additional Skills and Certification

- Software : Google Data Analysis Certification, Microsoft Office, Python, SQL, R, Jira, Tableau
- Project Management: PMP certified, Waterfall, Agile, Scrum, DSDM, FDD, XP, DevOps, SDLC
- Product/Application Management : Digital product, Application Oversight
- Languages: Fluent Cantonese, English and Mandarin