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Summary

- Results-driven IT Business professional with 3 years of experience in international banking.
- Certified PMP and Google Data Analysis expert proficient in SDLC, Agile, Waterfall, and DevOps.
- Skilled in Python, SQL, Excel, R, Jira, and Tableau/PowerBI.
- Committed to innovation, effective team collaboration, and aligning project outcomes with business objectives.
- Fostered effective team collaboration and communication.
- Committed to innovation and adept at navigating complex challenges.
- Aligned project outcomes with customer expectations and business objectives.

Professional Experience



Digital Banking IT SME and Production Manager

Aug 2023 - Apr 2024

DBS, honored as the most Innovative in Digital Banking by Financial Times' publication The Banker in 2021.

Focused on enhancing stability and performance following the acquisition of Citi's consumer business in Taiwan.

- Spearheaded the management of web and mobile banking applications, significantly enhancing stability and performance.
- Facilitated effective communication between IT development team and business units, increasing issue resolution efficiency by 15%.
- Orchestrated digital banking projects from initiation to closure using Agile methodologies, improving market adaptability by 10%.
- Partnered with software developers to expedite the implementation of fixes and enhancements, reducing turnaround time by 12%.
- Identified root causes of technical challenges through in-depth discussions with the Regional Support team, cutting recurring system issues by 18%.
- Aligned digital banking objectives with cross-functional teams, boosting customer satisfaction by 3% and driving a 74% growth in digital banking usage.



Citibank

IT Project Manager and Application Manager

July 2022 - Aug 2023

Monitored a country-size online application, COLA, with 2 million active users as part of the Banking Project

Office and Application Manager team.

- As the Application Manager for the Internet Banking System, which integrates 25 different products, orchestrated strategic vendor management and drove effective cross-functional collaboration, reducing incident rates by 4%.
- Strengthened system security by 10% through rigorous application of SDLC principles.
- Participated in a successful year-long country acquisition program for DBS, integrating Citi's consumer business sector in Taiwan by collaborating with business units, regional support teams, data centers, external vendors, and DBS units.
- Directed the seamless transition of 18 banking applications and 100TB of data, achieving zero data loss, no technical issues, and compliance with local legal requirements.
- Enhanced security and operational efficiency by 7% and 11% respectively through comprehensive vulnerability assessments and remediation.
- Streamlined project completion by 6% using a Hybrid methodology, aligning vendor capabilities with business needs.



Citibank

IT Project Specialist

Sep 2021 - Jun 2022

- Accelerated project delivery efficiency by 7% through the adoption of DevOps methodologies.
- Bolstered system stability by 12% by collaborating with third-party vendors to rectify system bugs.
- Directed User Acceptance Testing (UAT) and unit testing, ensuring robustness and reliability of application updates.
- Utilized advanced security tools such as Archer, Checkmarx, and Blackduck to reinforce system integrity.
- Achieved 99.5% application uptime through the implementation of Continuous Integration/Continuous Deployment (CI/CD) practices, enhancing responsiveness to customer demands.

Education

National Taiwan University of Science and Technology

Sep 2018 - Jul 2021

Bachelor of Business Administration

- Relevant Coursework: Technology Venturing, Strategic Management, Big Data Marketing , Python Machine Learning.

Skills and Certification

Technical Skills:

- Programming: Python, SQL, R, JavaScript, CSS, HTML, VBA
- Data Analysis: Tableau, PowerBI, Excel, Google Data Analysis Certification
- Project Management Tools: Jira, Microsoft Office (Projects, Visio, Excel, PowerPoint, Word)
- DevOps Tools: Jenkins, Docker, Kubernetes, CI/CD practices
- Security Tools: Archer, Checkmarx, Blackduck

Project Management:

- PMP certified
- Methodologies: Waterfall, Agile, Scrum, DSDM, FDD, XP, SDLC

Product/Application Management:

- Digital product lifecycle management
- Application oversight and strategic vendor management

Languages:

- Fluent in Cantonese, English, and Mandarin

Additional Skills:

Analytical Thinking:

- Strong ability to analyze complex data and derive actionable insights.

Communication:

- Excellent verbal and written communication skills, adept at fostering collaboration across diverse teams.

Innovation:

- Committed to driving innovation and improving processes through technology solutions.

Adaptability:

- Skilled at navigating and adapting to evolving business and technological landscapes.