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OBJECTIVE:

Seeking a position as an Artificial Intelligence Developer or Software Engineer where I can leverage my solid foundation in machine learning algorithms and programming to contribute to the development of innovative and practical AI solutions.

HIGHLIGHTS OF QUALIFICATIONS:

- Strong proficiency in the use of the Python language and understanding of the concepts of programming logic and data structures to develop AI models and perform data analysis.
- Foundational knowledge of machine learning principles, with the ability to contribute to the full development lifecycle from problem definition to model implementation.
- Highly adaptable learners with the ability to quickly grasp new technological concepts and tools.
- Possesses strong collaborative skills and practical experience in student government and project teams, ensuring effective contributions within software development team environments.
- Highly effective communication skills in the English language as well as fluency in the Chinese language. Enabling effective communication with the team members.

TECHNICAL SKILLS:

- Programming Languages: Python, Java, C#, Swift, PHP, JavaScript and TypeScript
- Database Management: MySQL, PostgreSQL, MongoDB and SQLite
- Web Technologies: HTML5, CSS3, React.js, Node.js, Express.js, Spring Boot and .NET
- Tools & Platforms: Docker, Git, Linux, npm, Postman, Figma, Visual Studio and VS Code

EDUCATION:

Applied A.I. Solutions Development Program April 2026

George Brown College, Toronto, Ontario

- Developed and trained machine learning models using Python to solve classification and regression problems, applying core AI concepts.
- Engineered data processing pipelines to clean, normalize, and analyze datasets, improving data quality for model input.
- Collaborated in an Agile team to design and present a full-stack application prototype integrating a functional AI module.

Computer Programming and Analysis Program 2025

George Brown College, Toronto, Ontario

- Built dynamic web applications utilizing modern technologies, including JavaScript, React, Node.js, and PostgreSQL.
- Designed and implemented relational databases with SQL, optimizing data structure and writing complex queries.
- Applied object-oriented programming principles in Java and C# to create scalable and maintainable software solutions.
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Ontario Secondary School Diploma 2022

CALC Secondary School, Toronto, Ontario

Hong Kong Secondary School Diploma 2020

Jockey Club Government Secondary School, Hong Kong

PROFESSIONAL EXPERIENCE:

Senior Staff

November 2021 to January 2023

Meet Fresh, Toronto, Ontario

- Consistently deliver quality service in a high-volume environment, effectively managing over 100 customer interactions per day and driving a 5% increase in recurring customers.
- Trained and mentored 3+ new team members on service standards and operational procedures, fostering a collaborative team environment and reducing their onboarding and proficiency time by an estimated 25%.
- Resolved customer complaints effectively and professionally using active listening and problem-solving techniques, turning challenging situations into positive experiences and increasing customer satisfaction scores by over 15%.
- Streamlined daily workflow and inventory management strategies during peak hours, enhancing team efficiency and improving customer throughput by 10%.

Apparel Salesperson

July 2019 to September 2019

Noble Vision Boutique, Hong Kong

- Proactively engaged with customers and leveraged in-depth product knowledge to drive sales, consistently achieving 110% of individual sales targets through effective upselling and cross-selling techniques.
- Assisted an average of 30+ customers daily in product selection, leveraging upselling techniques to increase the average transaction value
- Boosted product appeal and contributing to a 15% increase in in-store product engagement and sales conversion.
- Maintained visual merchandising standards to boost product appeal and store image
- Processed all transactions accurately using the store's POS system, maintaining a 100% accuracy rate in cash handling and sales documentation.

Waiter

July 2018 to September 2018

Yoshinoya, Hong Kong

- Executed customer orders with high accuracy using a digital POS system, minimizing errors and ensuring a 99% order accuracy rate for seamless service.
- Coordinated efficiently with kitchen and service staff during peak hours, optimizing table turnover by 15% and reducing average customer wait time.
- Maintained stringent cleanliness standards by conducting regular inspections of the dining area, directly contributing to a 10% improvement in weekly hygiene audit scores.
- Upheld strict quality control protocols for all served meals, effectively ensuring compliance with company standards and enhancing overall customer satisfaction.
- Delivered consistent and high-paced service in a fast-paced environment, successfully managing service for 100+ customers daily during lunch and dinner rushes.

VOLUNTEER EXPERIENCE:

Senior Head Prefect

2018 to 2019

Jockey Club Government Secondary School, Hong Kong

- Awarded the "Outstanding Prefect Service Award" for demonstrating exceptional leadership and dedication
- Mentored junior prefects and represented the student body in meetings with school administration
- Enforced school policies and maintained campus order as a duty of the Senior Head Prefect, utilizing clear communication and conflict resolution skills.
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Blue House Captain / Committee Member

2017 to 2019

Jockey Club Government Secondary School, Hong Kong

- Planned and coordinated inter-house competitions and events, enhancing school spirit and developing project management skills
- Led a team of house members, fostering teamwork and a competitive yet collaborative atmosphere.