



<https://siochang.vercel.app/>  
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## STRENGTHS

- Multicultural Leadership
- Strong Customer Service Skill
- Great Work Ethic
- Management Skill
- Analytical Skills
- Always Eager To Learn
- Attention To Detail
- Strong Team Player

## SKILLS

Customer Service	PostgreSQL	Machine Learning
JavaScript	Microsoft Office Suite	OOP
Python	HTML & CSS	Network
MySQL	Agile Methodologies	Git
Renewable Energy Technologies	Project Management	React

## Languages



## SIDE PROJECTS

- Lunch Ordering Platform
- Facilitates Booking & Collaboration App
- DCU Solar Racing

## ACHIEVEMENTS

- Certified PSM I
- Oracle Cloud Data Management Foundations Associate
- Oracle Cloud Infrastructure Foundations Associate
- 4th Year's Class Rep
- Microsoft Certified: Azure Data Fundamentals
- Microsoft Power Platform Fundamentals
- Winner of Cybersecurity game jam 2021

## HOBBIES

- Watching technology related YouTube videos
- Running

# SIO KEI CHANG (ERIC)

## PERSONAL PROFILE

I am an exceptionally creative and diligent person with a can-do attitude.

## EDUCATIONAL QUALIFICATION & CERTS

**BSc in Enterprise Computing**  
DCU | Sept 2019 - May 2023

**BSc in Sustainable Energy Engineering**  
TU Dublin | Sept 2014 - May 2018

*Professional Scrum Master I*  
*Oracle Cloud Data Management Certified Foundations Associate*  
*Oracle Cloud Infrastructure Certified Foundations Associate*  
*Microsoft Certified: Azure Data Fundamentals*  
*Microsoft Power Platform Fundamentals*  
*Irish Drivers License*

## WORK EXPERIENCE

### Helpdesk Support / Secretary

*Mr. Curry (Manufacturer Of Condiments) | Summers 2019 - 2020*

My duties were taking in orders from vendors, using Xerox accounting software to record the expenses of the company and to process payroll for employees. I co-operated with the accountant to prepare financial reports for the company and helped the company to migrate their financial data from Xerox to the Sage platform.

Skills that I have gained and refined during this period are

- Customer Service
- Communications
- IT accounting software and Excel
- Accounting/book-keeping

### Restaurant Assistant Manager / Social Media Manager

*Nikko Japanese & Asian Cuisine | 2019 - Dec 2021*

In this role, my main duties were

- Manage the food ordering platform with the third parties vendor
- Website's content management
- Create engaging social media posts and videos
- Schedule marketing campaigns on different social media platforms (prize draws etc)
- SEO optimisation
- Dealing with customers complaints, handling phone calls ,
- Organizing work roster for all the kitchen staff, counter staff and delivery drivers
- Coordinating communication between front of the house and the kitchen staff,
- Sourcing ingredients from new suppliers and negotiate prices.
- Ensure the compliance of Food and Safety regulations and guidelines within the restaurant , communicate with the HSE inspectors as required.
- Managing the payroll
- Ensuring cashier balancing at the till was done correctly at the end of the night.
- During this time, I learned to work under pressure in a fast paced environment.

### Business Analyst Intern

*Letsgetchecked | Jan- Aug 2022*

My main duties at Letsgetchecked were working closely with other teams to document the company's database tables and to work with other interns in a lifestyles mobile app project. New skills that I have gained and refined during this period are

- Report writing Skill
- Critical Thinking Skill
- MS SQL Server Skill

### Web Developer - Part Time

*Off The Road Collective | Feb 2023 - May 2023*

### Software Engineer - Part Time

*DCU Solar Racing | Dec 2022 till now*

The goal of this project is to design and build an efficient solar vehicle.

## REFERENCES

Alireza Dehghani

Senior Lecturer in DCU

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Paul Lamb

Owner of Mr.Curry

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