Ashok Jaiwal

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# OBJECTIVE

Seasoned IT professional with extensive in technology infrastructure and support, seeking to leverage technical expertise and proven problem-solving skills in a challenging IT Executive Support Engineer role at Goldman Sachs.

# SKILLS

* Technical Support and Troubleshooting
* Multimedia Infrastructure Management
* Video Conferencing and Collaboration Tools
* IT Project Management
* Hardware and Software Maintenance
* Incident Management and Resolution
* Executive Communication and Liaison

# EXPERIENCE

## Sr. Client Relationship Manager

### Axar Soft |Hong Kong Oct 2022 – Present

* Established and managed IT consulting services for clients, including troubleshooting and infrastructure management.
* Developed and implemented IT solutions to streamline client operations and enhance productivity.
* Provided technical support to senior management, ensuring optimal performance of IT systems.

## Head of Technology Infra

### RioDeFi | Hong Kong Nov 2021 – Sep 2022

* Managed IT systems for the company, including network infrastructure, hardware, and software maintenance.
* Provided executive support to the CEO/COO, ensuring seamless IT operations and security for their systems.
* Facilitated the setup and security of crypto wallet connectivity for senior management.

## CTO (Founding Team)

### Lecker Labs | Hong Kong / New York May 2018 – Oct 2021

* Co-Founded Yomee, a FoodTech IoT product brand.
* Led IT systems management, ensuring robust performance and security across all operations.
* Led the product manufacturing, testing, support of hardware and software for customers globally.
* Setup best practices, train off shore support team, build technology infra for the company.

## CTO (Founder)

### Ezee Systems| Hong Kong / San Francisco Jul 2015 – Mar 2018

* Co-Founded Ezee Systems, which built an IoT home media cloud.
* Led the research for technology stack including hardware selection, communication protocol, manage product development environment.
* Led the vendors for product development including electrical/mechanical, manufacturer.
* Led the product manufacturing, testing, support of hardware and software for customers globally.

## Product Analyst

### Goldman Sachs | Hong Kong Jun 2012 – May 2015

* Introduced unified dial-in number for over 800 video conferencing facilities, saved over 20,000 hours saved annually
* Achieved over 2 million conference calls in six months, saving an estimated 2 minutes per call for 30,000 employees.
* Led construction of three new video conferencing facilities, reducing costs by 25% and improving operational efficiency.
* Implemented remote monitoring for 300 conferencing facilities, realized over $2 million annually in operating costs

# EDUCATION

## MBA

### Hong Kong University of Science and Technology May 2012

Won first prize in business plan competition, lead the tennis team, and stood second place in university games.

## BSc

### Hong Kong University of Science and Technology Jul 2009

Stood second place in national science fair.