WILSON LEUNG

IT Technician

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Eager and proactive IT Technician with experience in technical support, system administration, and troubleshooting hardware and software issues. Proven ability to diagnose and resolve technical problems, maintain IT infrastructure, and provide excellent customer service to end-users. Expertise in Windows/Linux systems, network configuration, and helpdesk support, coupled with a solid understanding of IT security protocols. Seeking to leverage technical skills and problem-solving abilities to contribute to a dynamic IT support environment.

WORK EXPERIENCE

Alliance Technology Global Limited - Senior System Engineer

April 2023 - September 2024   Hong Kong

- Designed a microservice-based credit card backend, integrating APIs to support seamless transactions for over 10,000 users using Java and Spring Boot.
- Boosted API performance by 60% through Redis caching and paginated data handling, enhancing the overall performance of the client mobile application.
- Overhauled repayment processing using Apache Kafka, scaling transaction capacity from 300 to over 10,000 transactions per cycle, critical for daily schedule job processing.
- Redesigned e-statement microservice, reducing third-party costs by 70% and ensuring seamless compatibility with existing credit card system.

EY Mtel - Software Developer

July 2021 - March 2023   Hong Kong

- Built a real-time mobile telemedicine platform with Microsoft SignalR, leading to 30% faster data streaming and improved patient engagement.
- Optimized MongoDB queries, reducing query times from 7s to under 300ms, enhancing real-time performance for query APIs.
- Integrated Mastercard payment gateways, enabling secure transactions for 5,000+ users, applicable to in-app payment systems.

WaiOn Solutions - IT Helpdesk

October 2017 - October 2020   Hong Kong

- Assisted clients with urgent IT issues during emergencies, reducing downtime by 25% and ensuring service continuity.
- Summarized technical issues for clients, providing onsite engineers actionable insights that cut resolution time by 60%.
- Resolved 100+ customer inquiries weekly, maintaining high satisfaction ratings.

EDUCATION

The Hong Kong Polytechnic University - Bachelor's of Engineering, Electronic and Information Engineering

September 2016 - April 2021   Hong Kong

SKILLS

- Languages: Python, JavaScript, Bash Script, Java, TypeScript, SQL, HTML, CSS
- Frameworks/Libraries: Spring Boot, Nest.js, Express.js, React.js, Next.js, Jest.js
- Databases: PostgreSQL, MongoDB, Redis.
- Cloud Platforms: Azure, AWS, Cloudflare
- Tools: Git, GitHub, GitLab, Jira, Docker, Kubernetes, ArgoCD, CI/CD, Kafka
- Operating Systems: Linux, Windows, MacOS
- Methodologies: Agile, Microservices
- Networking
- Troubleshooting