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[Portfolio](#) / [LinkedIn](#) / [GitHub](#)

OBJECTIVE

Driven and results-oriented Mobile Developer with a strong foundation in IT business analysis and hands-on experience of SDLC and Agile/Scrum & Waterfall methodologies. Seeking to apply my advanced programming skills, requirement analysis expertise, and stakeholder engagement abilities to deliver innovative, high-quality, and scalable mobile solutions that meet business objectives.

HIGHLIGHTS OF QUALIFICATIONS

- **Specialized in Web and Mobile Development:** Experienced in designing, developing, and deploying online and mobile applications for Web, iOS and Android platforms. Proven ability to create user-centric, responsive, and high-performing apps.
- **Comprehensive IT Business Analysis:** Strong analytical skills and problem solving in conducting thorough project management, user requirement analysis, translating business needs into technical solutions, and aligning online & mobile platform features with user expectations. Proficient in documenting functional specifications and ensuring alignment with stakeholder requirements.
- **Full SDLC Proficiency:** Strong background in the Software Development Life Cycle, with hands-on experience in Agile/Scrum and Waterfall methodologies, ensuring timely delivery of high-quality solutions. Proactively engage users for UAT testing to validate and ensure that the solutions meet business requirements and quality standards before deployment.
- **Effective Collaboration:** Proficient in working within cross-functional team environments and handling both independent and collaborative projects. Recognized for effective communication and the ability to drive projects to successful completion.

TECHNICAL SKILLS

Programming Skills:	Tools & Technologies:
<ul style="list-style-type: none">• Frontend & Web/Mobile Development: Swift, Kotlin, JavaScript, HTML5, CSS3, React.js, iOS, Android, React Native, SwiftUI, UIKit• Backend & Databases: Node.js, Express.js, RESTful APIs, Python, C#, MongoDB, Firebase, SQLite	<ul style="list-style-type: none">• Version Control: Git, Sourcetree• Database Management: SQL Server, MongoDB, Firebase Firestore• Project Management: Jira, Azure Boards, Bitbucket• Development Environments: Xcode, Android Studio, Visual Studio Code, IntelliJ, HBuilderX• Other tools: Microsoft Office Suite, SharePoint, Visio, SAP, Teamcenter (PLM), Postman

EDUCATION

Mobile Application Development and Strategy Program (Postgraduate) **Jan 2024 – Dec 2024**

George Brown College, Toronto, Canada

- Developed a various Full Stack, iOS, Android and Cross-Platform Apps.
- Works / Projects: [GitHub](#) / [Project Demo](#)

Certificate Programme in Python Programming Python **Feb 2022 – Nov 2022**

School of Continuing and Professional Studies (The Chinese University of Hong Kong), Hong Kong

- Created a shopping website using Python, HTML, CSS, Express, pandas and SQLite as the final project.

BEng (HONS) in Industrial and System Engineering **Sep 2018 – May 2020**

Hong Kong Polytechnic University (Year 3 to year 4), Hong Kong

Associate in Science **Sep 2016 – May 2018**

Hong Kong Community College (Year 1 to year 2), Hong Kong

PROFESSIONAL EXPERIENCE

IT Business Analyst (e-Banking & User Experience)

Sep 2022 – Nov 2023

Bank of China (Hong Kong), Hong Kong

- **Online E-Mortgage Appointment and Application:** Led the development and implementation of a new online e-mortgage platform, significantly enhancing user convenience and operational efficiency by 30%.
- **Transactional Net Promoter Score (tNPS) Implementation:** Successfully implemented the tNPS system across various online and mobile banking transactions, improving service quality and boosting customer satisfaction by 30%.
- **Digital Banking Customer Complaint Management:** Managed and resolved daily customer complaints for online and mobile banking services, ensuring timely and effective issue resolution, which maintained high customer satisfaction by 30%.
- **Digital Banking Functional Enhancements:** Conducted thorough business analysis, leading to a 20% increase in user satisfaction by optimizing digital banking functionalities.
- **Stakeholder Communication Improvement:** Streamlined communication processes, aligning project goals and reducing miscommunication by 30%.
- **Efficient UAT Management:** Oversaw User Acceptance Testing (UAT) to validate and confirm that solutions met business requirements and quality standards before deployment. This ensured functional, user-friendly solutions, contributing to a 25% reduction in defects.
- **User Support and Training:** Provided comprehensive support and training for new functionalities, resulting in a 15% reduction in support tickets and increased user proficiency.
- **Online Banking Adoption:** Led impactful projects that enhanced functionality and user experience, achieving a 15% increase in online banking adoption.
- **Effective Team Coordination:** Coordinated with cross-functional teams to deliver projects on time and within budget, boosting team efficiency by 10%.
- **Service Response Optimization:** Implemented customer feedback mechanisms, improving service response times by 20%.

Technical Documentation Engineer (Product Lifecycle Management Analysis)

Sep 2020 – Sep 2022

ASM Pacific Technology Ltd, Hong Kong

- **Part Model Number Assignment (PMNA) System:** Led the development and implementation of an online registration and enquiry system for new part models. Ensured the accurate flow of information and streamlined processing for greater efficiency by 30%.
- **System Enhancements:** Utilized Azure Boards to conduct system enhancements, including backlog creation and bug tracking, to refine system functionalities and performance by 20%.
- **Daily System and User Support:** Provided continuous support for system operations, promptly addressing issues to ensure smooth and effective user experiences by 30%.
- **Improved PMNA System Efficiency:** Managed the PMNA system and its daily user support, leading to a 30% reduction in registration time and significantly enhancing operational efficiency.
- **Boosted Teamcenter (PLM) Productivity:** Supported the Teamcenter (PLM) system, implementing functionality enhancements and daily support, which resulted in a 20% increase in overall productivity.
- **Optimized Document Management:** Enhanced document management processes to ensure ISO compliance and improve document retrieval efficiency by 25%.
- **Maintained Documentation Accuracy:** Conducted regular document audits and supported training management, ensuring accuracy and consistency in documentation by 20%.