

# Liu Cheuk Ying (Cherry)

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## Technical Skills

- **Frontend:** HTML, CSS, JavaScript, React
- **Backend:** Node.js, MongoDB, SQL, ASP.NET, C#, PHP
- **Design:** Adobe Photoshop, Adobe XD, Figma

## Work Experience

### Application Support Engineer | Business Analyst

Swire Coca Cola HK - Jan 2023 – Dec 2023

- **Application Support & Training:** Provided timely support for over 10 in-house applications, including eCommerce site, Salesforce, SAP and workflows. Developed and delivered training materials and sessions for new features and ongoing projects to ensure effective user onboarding and support.
- **Requirement Gathering & Backlog Management:** Managed backlog using Scrum methodology and JIRA, resolving 40+ backlog items within 4 months for a key internal ordering app used by 100+ users, serving over 10,000 external clients. Coordinated with developers and users to gather requirements and enhance app functionality
- **Database Management:** Assisted with SQL queries and maintained web servers for high performance and availability, supporting the sales team and the WordPress-based website.

### Solution Associate

Automated Systems (H.K.) Limited - Jul 2020 - Jun 2022

- **Project Support:** Supported the project manager in preparing tenders and contracts, and worked across 7 projects (3 commercial; 3 government; 1 inhouse)
- **System Lifecycle & Quality Assurance:** Managed system configurations, user training, and support throughout the development lifecycle. Developed test cases, user manuals, and facilitated user acceptance testing for a project serving over 6000 users and worth approximately CAD \$2.5 million.
- **Frontend Development:** Built and maintained web interfaces for CMS (Sitecore, Liferay, AEM) using HTML and CSS to enhance user experience.
- **Performance Optimization:** Created an application to automate tasks, boosting efficiency by 85% and reducing human errors, aiding in winning 6+ project proposals within 2 years.

## Past Projects - [Portfolio Site](#)

- **Wardrobe Catalogue – HTML, CSS, JavaScript:** A digital wardrobe planner, allowing users to categorize, visualize, and mix outfits.
- **Ticket Tunes – Node.js, Express:** A concert discovery app integrating Ticket Master and Last.fm APIs, allowing users to find upcoming concerts and explore new artists with event and music details.
- **Vinyl Reverie – Node.js, Express, MongoDB:** An E-commerce site that sells vinyl records
- **Restaurant Tracker App – ASP.NET, C#:** CMS-based app to manage and organize dining experiences, allowing users to add, update, and delete restaurant and branch records with CRUD functionality
- **Cats Battle – HTML, CSS, JavaScript** – A Rock Paper Scissors game with cat characters, utilizing CSS animations for a playful user experience.
- **MEMEFLIX – HTML, CSS, JavaScript** – A website with a virtual keyboard that triggers an iconic YouTube meme song/video, taking users a trip back memory lane exploring internet meme culture

## Certifications

- **Professional Scrum Master I (PSM I)** – Oct 2021
- **Foundation in UI/UX Design (Sparka Academy)** – Mar 2022