

Liu Cheuk Ying (Cherry)

25 Greenview Avenue North York, Toronto ON M2M 0A5

cherryliu1227@gmail.com | +1 (647) 2332456

Technical Skills

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

Certifications

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

Work Experience

Application Support Engineer | Business Analyst

Swire Coca Cola HK - Jan 2023 – Dec 2023

- Provided timely support for over 10 in-house applications such as eCommerce site, Salesforce, SAP and workflows.
- Developed and delivered training materials and sessions for new features and ongoing projects.
- Resolved 40+ backlog items within 4 months using Scrum methodology and JIRA 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.
- Supported the sales team with maintaining a WordPress eCommerce website with SQL.

Solution Associate

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

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

Relevant Projects - [Portfolio Site](#)

- **Wardrobe Catalogue – HTML, CSS, JavaScript:** Digital wardrobe planner
- **Ticket Tunes – Node.js, Express:** Concert discovery app integrating Ticket Master and Last.fm.
- **Vinyl Reverie – Node.js, Express, MongoDB:** One Page 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
- **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.

Education

Humber College, Toronto, ON - Jan 2024 – Dec 2024 (Ongoing)

- Web Development (Graduate Certificate)

Hong Kong University of Science and Technology (HKUST), Hong Kong - Sep 2016 – May 2020

- Bachelor in Business Administration in Management & Information Systems