**Frankie Chi Chiu Mak** 128-132 Caine Road

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To whom it may concern,

I am delighted to have come across this exciting role and would like to apply, as I see this role is a unique opportunity where my skills and experience could be applied.

With over 10 years' application development experience, in system analysis, design, development and maintenance of mission critical business systems in team environments, I am familiar with SDLC under different development methodologies including Waterfall, RAD, Agile/Scrum with experience including:

* Project management and implementation; monitor and keep track of projects/tasks statuses, and provide regular updates and reports to supervisors and stakeholders, as well as business improvements studies and recommendations.
* Communicate and coordinate between business users across different levels and external stakeholders/development teams along project stages.
* Liaise with business user/Product Managers/Project Managers and Managers on scope, testing plans; to collect, analyse and translate users’ requirements into Business Requirement Specification/Functional Specification/Technical Specification and Testing Specification to ensure the feasibility of projects.
* Core QA engineer on software release and Tester In Charge for and acceptance on site from Development team; as well as for pre-UAT and SIT.
* Prepare/review User Acceptance Test (UAT) plans, data setup, and manage/coordinate overall UAT between business user and development team and provide User Training.
* Provide L1, L2 and L3 support along testing phases; documentation of User Manual, Manual for Operations, Manual for support and provide training to internal/external staff.
* Lead and coach junior members to complete group projects.

Furthermore, I have worked 8 months in the finance industry which I was a Senior Analyst Programmer at LabCI (Thomson Reuters' Asia Application Development partner), which I completed projects for Asia Pacific leading investment bank CIMB and the Singapore Stock Exchange.

In all my roles, I enjoyed teamwork and succeeded by being reliable, determined and contributing. Graduated from the University of Queensland (Brisbane, Australia) in 2003 with Bachelor of Engineering (Electrical Engineering) (Honours Class I) and Bachelor of Science (Computer Science) (Credit), I further graduated with Master of Business Administration (concentrations in Finance and Corporate Governance) (Credit) in 2008.

I have attached my resume for your consideration and looking forward to hearing from you to discuss this opportunity further. I can be contacted through my mobile or email. Thank you.

Yours sincerely,

Frankie Mak

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**WORK EXPERIENCE**

**Private Hong Kong**

**Full Stack Web Developer** *Mar 17 – Aug 17*

System analysis, design, development and maintenance and enhancement to existing/new cross browser responsive corporate websites under Agile/Scrum methodology.

Technologies Used: (Oracle, MySQL, J2EE, HTML5, CSS3, JavaScript 6, Web Services, RESTful API, Linux, Windows)

* Liaise with User to gather requirements and document functional design, technical design, system testing specifications.
* Ensure systems developed comply to internal development standards, guidelines and procedures.
* Developed test method, test plan, automated tests; core QA tester of systems.
* User Acceptance Testing with Client and documentation of user training manuals/user guides, support procedures and guidelines.

**Melco Crown Entertainment Hong Kong**

**Senior Analyst** *Sep 15 – Dec 16*

System analysis, design, development and maintenance; technology evaluation; prototyping and solution suggestions to Architect of systems under Agile/Scrum methodology. Revamped and greatly enhanced existing Microsoft based vendor Baccarat Display board solution; Baccarat is the most profitable Casino table game and highest maximum bet limit per game (VIP – 5 million HKD or higher), and systems involves 400 tables across Macau and Philippines. New system reduced system costs by 60% across development, support and maintenance.

Technologies Used: (Oracle, MySQL, J2EE, HTML5, CSS3, JavaScript 6, Web Services, RESTful API, Linux, Windows, AWS Cloud, Raspberry Pi 3)

* Liaise with User/Project Managers/Managers to gather requirements and document functional design, technical design, system testing specifications.
* Ensure systems developed comply to internal development standards, guidelines and procedures.
* Raspberry Pi 3 to Baccarat table gaming equipment hardware interfacing programming and programming to integrate with casino network central systems on various platforms using Java (J2SE, J2EE) and Open Source Software, Intranet and AWS Cloud.
* Developed test method, test plan, automated tests; core QA tester of systems.
* User Acceptance Testing with Client and documentation of user training manuals/user guides, IT Support (1st Level Support), as well as IT Operations Support for Server and Infrastructure (2nd Level Support).
* Application and data backup/deployment.
* 2 ServiceNow Cloudaccounting and finance systems implementation **-** Delivered Complimentary Privilege Request Application and Petty Cash Reimbursement Application.
* Coach and coordinate junior members to complete development tasks.

**LabCI Ltd** (Thomson Reuters Asia Application Development partner) **Hong Kong**

**Senior Analyst Programmer**  *Dec 14 – Jul 15*

System analysis, design, development and maintenance of cross browser responsive corporate websites under Agile/Scrum methodology; Completed project including:

* CIMB (Commerce International Merchant Bank) - Chinese Language Stock Screener.
* SGX (Singapore Stock Exchange) Securities Charts - Charting engine to display Securities product performance Serial and Heatmap charts with performance indicators ranking tables.
* SGX (Singapore Stock Exchange) Bond Seasoning Charts - Charting engine to display seasoning progress of SGX bonds on Area chart with performance indicators ranking tables.

Technologies used: (JavaScript 6, HTML5, CSS3, jQuery, amCharts, Java (J2SE, J2EE), Struts, MySQL, SQL, JSP,

Servlet, JSON, XML, Win XP)

* Liaise with User/Project Managers/Managers to gather requirements and document functional design, technical design, system testing specifications.
* Ensure systems developed comply to internal/external development standards, guidelines and procedures.
* Developed test method, test plan, automated tests; core QA tester of systems.
* User Acceptance Testing with Client and documentation of user training manuals/user guides, support procedures and guidelines.

**First Australian,** Hong Kong, Australia, *Sep 09 - Nov 14*

Properties Department – **International Real Estate Agent** (HK) *Jan 13 – Nov 14*

Technologies Used: (Excel, VBA, Oracle, SQL Server, SQL, OLAP)

* Advertising and sales of Brisbane (Australia) real estate, property and development projects.
* Marketing data analysis and mining to predict potential sales opportunities using SQL, VBA, Excel of multi-dimensional data, involving databased marketing and management. Evaluated Oracle OLAP and OLAP CUBE.
* Conduct sales seminar and compile marketing brochure with Sales and Marketing departments.

IT Department – **System Analyst** (Brisbane, Australia) *Sep 09 – Jun 12*

System analysis, design, development and maintenance of Java/.NET systems according to specific business needs using RAD and Waterfall methodologies including:

* Property Sales web application; Technologies Used: (ASP. NET, C# .NET, MSSQL Server, SQL, Stored Procedure, JavaScript, jQuery, HTML, CSS, XML, Win XP).
* Property Marketing web application (Excel, VBA, Java (J2EE, J2SE), Struts, EJB, JSP, Servlet, JavaScript, jQuery, HTML, CSS, Oracle, SQL, PL/SQL, Shell scripting, Win XP).
* Liaise with User/Project Managers/Managers to gather requirements and document functional design, technical design, system testing specifications.
* Level 1 support during QA, UAT and initial Production to provide immediate resolution to application issues.
* Developed test method, test plan, automated tests; core QA tester of systems.
* User Acceptance Testing with Client and documentation of user training manuals/user guides, support procedures and guidelines.
* Regular data migration from real estate associations Sales and Marketing databases and perform marketing data analysis and data mining to spot potential sales opportunities using VBA and Excel, involving databased marketing and management.
* Presentation at sales seminar, compile marketing brochure with Sales and Marketing departments

**Queensland Rail(QR)**, Australia, *Feb 06 - Jun 09*

**Signalling Engineering Group – Project Manager** *Oct 08 – Jun 09*

* Day-to-day administration/management of 2 rail projects **(*Blackwater Coal Rail Network Duplication* and *North Coast Line Vital Processing Interlocking Upgrade*)** valued at AUD$10 million.
* Coordinate project activities between project Alliance partners (Ansaldo-STS, United Group Limited and Queensland Rail for development, material procurement, project finance and contract tendering.
* Monthly reporting to senior management/stakeholders of project financial position and progress.
* Conduct/examine impact analysis for traffic arrangement changes to existing QR and local traffic systems and create/maintain issue register document for monitor and follow-up.
* Completed tender technical specification and project documents as well as tendering phase for both projects.

**Operational Systems Engineering Group – Software & Systems Engineer** Feb 06 – Oct 08

System analysis, design, development and maintenance of traffic control systems according to rail traffic arrangement design using RAD and Waterfall methodologies. Works involves understanding Suburban and Regional Signalling Design Principles and conduct/examine impact analysis for traffic arrangement changes to existing QR and local traffic systems. Systems worked on includes:

* QR UTC (Universal Train Control) System. Technologies Used: (Modula2, Win32 API, C++, XML, Win XP, NT4). Company’s most important business operation and safety system (A 30-year-old ISO9001 and SIL2 safety system standards compliant Queensland statewide multi-tier real-time traffic control system for QR's rail network).
  + Designed and implemented traffic safety enhancement “Route Restoration Confirm” to prevent accidental cancellation of traffic setting; used confirmation popup to confirm Traffic Controller intention prior to setting and cancelling any traffic routes during mouse click on screen.
  + Designed and commissioned 11 regional rail upgrade projects in the Central Queensland region at respective control centres as part of the Moura Line Loop Extension project and Broadlea to Mallawa Rail Duplication project with MicroLok, Westlock and Westrace SSI systems, which increased coal tonnage transport capacity of the region by 30%.
* QR Sigtools System. Technologies Used (C# .NET, XML, Win XP). Company’s critical system to verify rail design safety. An ISO9001 and SIL2 safety system standards compliant rail traffic design verification system; a AUD$2 million joint research project between QR and University of Queensland software verification research centre, QR Safety, Network Operations, Signalling Engineering and Operational Systems engineering groups.
  + Liaison with Network Operations, Network Safety, Engineering Groups, business units to gather scope for documentation of functional design, technical design and system testing specifications.
  + Developed test method, test plan, automated tests, and test time estimate; core QA tester of systems.
  + Level 1 support during QA, User Acceptance Testing and initial Production to provide immediate resolution to application issues.
  + Testing and commissioning (Tester In Charge) of system upgrades at regional project sites.

**Consultant****Brisbane, Australia** *May 05 - Feb 06*

Study existing systems for process improvement opportunities to dramatically lift operational efficiency.

**Queensland State Electricity Company IT Department** *Sep 05 – Feb 06*

**BHP Billiton Mitsubishi Alliance Coal** *May 05 – Sep 05*

Technologies Used: (VBA, Visual Basic, VB .Net, Excel, Java J2EE, C# .Net, Oracle, MSSQL Server, SQL, PL/SQL, XML, Shell Scripting, Windows)

* System analysis, design, development and maintenance of Enterprise web CRM business systems using Waterfall and RAD methodologies.
* Liaise with Business Units, Managers to gather scope, testing plans; to collect, analyse and translate users’ requirements into Business Requirement Specification/Functional Specification/Technical Specification and Testing Specification documents.
* Developed test method, test plan, automated tests; core QA tester of systems during pre-UAT, SIT and assist user along UAT stage and provide support.
* Level 1, 2 and 3 support during QA, User Acceptance Testing and initial Production.
* Excel/SQL/PL/SQL programming/debugging to determine query time usage and suggest recommendations.
* Documentation of user training manuals/user guides, support procedures and guidelines.
* Commissioned 5 software upgrades at Queensland State Electricity Company IT Department which lifted operational efficiency by 25%.
* Commissioned first implementation of Coal Tracking System (a real-time system that tracks coal entering/exiting a coal mine) and allowed a saving of AUD$1.2 million, and a further estimated saving of AUD$0.6 million per year. System planned for roll out at another 11 Queensland mine sites. **Winner of 2004 Premier of Queensland’s Export Award and finalist of Queensland Smart State award in 2005.**

**Oracle Corporation, Applications Development Brisbane, Australia**

**Associate Applications Engineer** *Nov 03 – May 05*

System analysis, design, development and maintenance of six-sigma Oracle Enterprise web CRM business systems Oracle Sales Offline/Online, Oracle Student System using Waterfall and RAD methodologies. Systems involves database marketing, multi-dimensional marketing data interpretation and database management of customers databases.

Technologies Used: (VBA, Excel, Java J2EE, EJB, Oracle, SQL, PL/SQL, XML, Shell Scripting, Windows)

* Liaise with Product Managers, Managers to gather scope, testing plans; to collect, analyse and translate users’ requirements into Functional Specification/Technical Specification and Testing Specification documents.
* Developed test method, test plan, automated tests; core QA tester of systems during pre-UAT, SIT and assist user along UAT stage and provide support.
* Level 1, 2 and 3 support during QA, User Acceptance Testing and initial Production
* Excel/SQL/PL/SQL programming/debugging
* Documentation of user training manuals/user guides, support procedures and guidelines.
* Collaborate and worked effectively with employees in Australia and other Global offices including the United States, United Kingdom and India.

**EDUCATION**

Queensland University of Technology Brisbane, Australia

2005 – 2008 Master of Business Administration (concentration in Finance/Corporate Governance) (Credit)

University of Queensland Brisbane, Australia

1999 – 2003 Bachelor of Engineering (Electrical Engineering) (Honours Class I)

Bachelor of Science (Computer Science - major in Information Systems) (Credit)

Engineering Thesis – Simulation of IS-95 CDMA cellular communication system (in Matlab) to suggest system performance improvements using noise study. Thesis awarded high distinction and finalist of Franklin Covey price for best innovation and time management and invited by School as course study material for year 4 wireless communications studies and tutor in 2003.

* Member of the Golden Key Society since 2000.
* 4 University Dean’s commendation for high achievement and full Emmanuel College (University of Queensland) academic scholarship and academic achievement prize in 1999.

**LANGUAGES and OTHER SKILLS**

Proficient in oral and written communication in English, Cantonese and Mandarin (Traditional). Microsoft Office, Visio.

**EXTRACURRICULAR ACTIVITIES**

* Chess - Won 1999 University Soiree chess competition college division - team.
* Grade 8 pianoforte; Grade 5 theory.