

# Lai-Tung Chow (ICE)

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📁 <https://icechow.github.io/index.html>

## 📌 CAREER OBJECTIVE

Master of Information Technology and Systems graduate seeking a Data Analyst to expand my current skill set. I am passionate about data analysis and solving business problems. Commands deep familiarity in all parts of Microsoft Excel. My experience is in collecting, interpreting, and analyzing data reports. I want to use this experience and passion to identify opportunities with the company.

## 📌 KEY STRENGTHS

- Good analytical and creative problem-solving skills developed through studying and working in various environments. From high pressure IT environments to risk awareness as a commercial diver.
- High attention to detail and good organizational skills through working as a business services coordinator.
- Being adaptable and flexible has enabled me to challenge conventional ways of working and learn new things. Able to multitask under the pressure to deliver timeously.
- Exceptional interpersonal and communication skills obtained while working.
- Multilingual: Cantonese, English, Mandarin

## 📌 EDUCATION

### **The ACS Professional Year Program – ICT**

**Dec 2020 – Sep 2021**

**QIBA, Hobart Campus**

The Professional Year Program is a work readiness program designed to prepare university graduates for the professional ICT workforce. Topics include business communication, workplace relations and practices, WH&S, professional networking, report writing and effective presentation skills.

### **Master of Information Technology & System**

**Feb 2019 – Nov 2020**

**University of Tasmania ( GPA: 6.2 / 7 )**

Key Achievements: High Distinction achieved in Data Management Technology, SQL (KIT 712), Network Security Techniques and Technology (KIT 711), Software Application Design and Implementation (KIT 506)

### **Bachelor of Chemistry**

**Sep 2013 – Jul 2016**

**The Hong Kong University of Science & Technology**

Key Achievement: High Distinction achieved in Energy and Related Environmental Issue

## 📌 PROFESSIONAL EXPERIENCE

### **IT Intern**

**Sep 2021 – Nov 2021**

**Villa Howden, Tasmania**

- Assist in the development of timesheets in excel to automate the whole process
- Develop an online booking reservation system on the website to efficient business processes by using WordPress, increasing revenue by up to 110%
- Provide troubleshooting, system operation and support to colleagues on any related IT issues

### **Assistant Business Analyst**

**Aug 2018 – Dec 2018**

**HKT Services Ltd, Hong Kong**

- Analyze sale data and generate performance dashboard reports to monitor the performance and identify the trends and potential errors by using Excel and Access

- Streamline and optimize the process by macros, resulting in saving 6 hours per week of manual reporting work
- Gather the business requirements and prepare long term and monthly forecasts
- Convert data into actionable insights by predicting and modeling future outcomes

### **Business Services Coordinator**

**Sep 2017 – Aug 2018**

*ExxonMobil Hong Kong Ltd, Hong Kong*

- Negotiate with stakeholders to deliver customer service and support operations
- Work collaboratively with a marketing agency and international team to hold campaigns
- Create reports which are required to run day to day business to provide actionable insights
- Work within IT team to follow the full lifecycle development process working with development and technical operations to ensure all data needs are being met
- Provide ongoing administrative support to operation team

## **WORK EXPERIENCE**

### **Commercial Diver**

**Feb 2021 – Jun 2022**

*Tassal Group, Tasmania*

- Perform net inspection and underwater repairs by good communication with dive team
- Fish schooling and behavioral observation

## **VOLUNTEER**

### **Data Specialist (Remote)**

**Oct 2021 – Present**

*Pancreatic Cancer Foundation Australia, Sydney*

- Extract, prepare and transform datasets to CRM records to improve the operations

## **PERSONAL PROJECTS**

### **Canada Immigration from 1980 to 2013**

- Used data from Kaggle to predict the immigration trend in Canada from various countries
- **Python** is used to interpreting and visualizing data using Pandas, Numpy and Matplotlib

### **Covid-19 Analysis Dashboard**

- Used data from our world in data to capture the impact of COVID-19 on the world
- **SQL** queries and **Tableau** are used to explore the data and create the interactive data visualization

## **TECHNICAL SKILLS**

<b>Programming Languages:</b>	SQL, Python, Visual Basic, PHP, HTML
<b>Operating Systems:</b>	Linux, Windows OS, Microsoft Windows (Access, Word, Excel, PowerPoint, Outlook, SharePoint)
<b>Databases:</b>	SQL Server, MySQL, Oracle
<b>Reporting tools:</b>	Power BI, Tableau, SPSS, SSRS
<b>Platforms:</b>	IBM Waston Studio, Cognos

## **QUALIFICATIONS**

IBM Data Analyst Professional Certificate	Sep 2021
2021 Complete Python Bootcamp from Zero to Hero in Python	May 2021
Occupational Diver Certification	Mar 2021
First Aid Certificate	Mar 2021

## **PROFESSIONAL AFFILIATIONS**

Australian Computer Society (ACS) - Member ID: 4281578