Lai-Tung Chow (ICE)

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Portfolio: https://icechow.github.io/

🔲 CAREER OBJECTIVE

Enthusiastic **Junior Data Analyst** with a Master of Information Technology and Systems degree. Passionate about data analysis and solving business problems. Seeking an opportunity to leverage data analytical skills and improve corporate performance. With work experience as a Business Intelligence Analyst, gathering, analyzing, and presenting datasets to provide insights.

🔲 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: English (Fluent), Mandarin (Fluent), Cantonese (Native)

🔲 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

Business Intelligence Analyst   Aug 2022 - Present
FDM Group

- Utilized SSIS to create data warehouses, sort, analyze and maintain the integrity of large amounts of data
- Utilized Power BI to create a front-end report/dashboard categorizing data based on business needs

IT Intern   Sep 2021 – Nov 2021
Villa Howden, Tasmania

- Assisted in the development of timesheets in Excel to automate the process which raised effectiveness and decreased errors

- Developed an online booking system on the website by using WordPress to optimize the reservation process and increase the sales revenue

Business Analyst   Aug 2018 – Dec 2018

HKT Services Ltd, Hong Kong

- Streamlined and optimized the process by macros, resulting in saving 6 hours per week of manual reporting work
- Generated weekly sales reports to monitor the performance and identify the trends by using Excel and Access
- Gather the business requirements and prepare long-term and monthly forecasts

Business Services Coordinator   Sep 2017 – Aug 2018

ExxonMobil Hong Kong Ltd, Hong Kong

- Maintained good relationships with stakeholders to support business operations and delivered exceptional customer service
- Worked collaboratively with the marketing team to implement campaigns, resulting in increased profit by 15% over a year.
- Created inventory and budget reports which were required to run day-to-day business providing meaningful insight

VOLUNTEER

Data Specialist   Oct 2021 – Jun 2022

Pancreatic Cancer Foundation Australia, Sydney

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

PERSONAL PROJECTS

ELT Project

- Built ETL packages using Microsoft Server Integration Services (**SSIS**) and load the data from Excel data source to SQL Server Management Studio (**SSMS**).
- Used **Power BI** to create an interactive dashboard that displays the client's requested data

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

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

QUALIFICATIONS

IBM Data Analyst Professional Certificate	Sep 2021
2021 Complete Python Bootcamp from Zero to Hero in Python	May 2021

PROFESSIONAL AFFILIATIONS

Australian Computer Society (ACS) - Member ID: 4281578