

# Lai Tung Chow (ICE)

**Mobile:** 0411 306 621

**Email:** icecchow@gmail.com

**Address:** Howden, Hobart

**LinkedIn:** <https://www.linkedin.com/in/lai-tung-chow-ice-8902b511a/>

**Portfolio:** <https://github.com/icechow/Portfolio-Project>

## ■ CAREER OBJECTIVE

Master of Information Technology and Systems graduate seeking a position with forward looking organization to expand my current skill set. I am passionate about analysis and working with big data. My experience is in collecting, interpreting, and analyzing data reports. I would like to use this experience and passion to identify opportunities with my team of colleagues.

## ■ 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 commercial diver.
- High attention to detail and good managing customer expectations through working as business services coordinator.
- Being adaptable and flexible has enabled me to challenge conventional ways of working and learn new things. As a team player I have identified that sharing of skills, compounds return's.
- My multitasking skills have been developed often under pressure to deliver commercially focused outcomes.

## ■ 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, Launceston (GPA:6.2)***

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

## ■ PROFESSIONAL EXPERIENCE

### **IT Intern**

**Sep 2021 – Present**

***Villa Howden, Tasmania***

- Provide IT support services, troubleshooting and system operation
- Implement and upgrade existing digital system
- Build and enhance the website to efficient business processes by using WordPress

### **Assistant Business Analyst**

**Aug 2018 – Dec 2018**

***HKT Services Ltd, Hong Kong***

- Manipulate data and generate sales performance reports to monitor the performance and identify the trends by using Excel and Access
- Translate business propositions into quantitative queries and clean the necessary data
- Streamline and optimize the process by automation and system enhancement
- Gather the business requirements and prepare long term and monthly forecasts

- Negotiate and coordinate with stakeholders to deliver good customer service
- Develop existing 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
- Maintain and update filing, inventory, mailing, and database systems

## **WORK EXPERIENCE**

### **Commerical Diver**

**Feb 2021 – Aug 2021**

**Tassal, Tasmania**

- Performs net inspections and underwater repairs by good communication with dive team
- Inspects and maintain the diving equipment
- Fish schooling and behavioural observation

## **VOLUNTEER**

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

**Oct 2021 – Present**

**Pancreatic Cancer Foundation Australia, Sydney**

- Import and transfer data to CRM system
- Collect, clean and analyse data to assist marketing campaigns

## **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 visualizion

## **TECHNICAL SKILLS**

<b>Programming Languages:</b>	C#, PHP, HTML, JavaScript, CSS, XML, Python(Pandas, Numpy, Matplotlib)
<b>Operating Systems:</b>	Linux, Windows OS, Microsoft Windows (Access, Word, Excel, PowerPoint, Outlook, SharePoint)
<b>Databases:</b>	MySQL, SQL, Oracle
<b>Platforms:</b>	IBM Waston Studio, Cognos
<b>Visualization:</b>	Tableau, Power BI
<b>Applications:</b>	Visual Studio, Unity, Android Studio

## **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
RSA certificate	Mar 2021

## **PROFESSIONAL AFFILIATIONS**

Australian Computer Society (ACS) - Member ID: 4281578