

Jacky, Yim Wai Chung

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Summary

A highly motivated and results-oriented professional with 2 years of experience as a Cloud Support Engineer. Proven ability to troubleshoot complex technical issues, administer cloud environments (AWS, Azure, or GCP), and provide exceptional customer support. Seeking a challenging position where I can leverage my skills and experience to contribute to the growth and success of a dynamic organization.

1 Work Experience

- **Cloud Support Engineer**, Sereno Cloud Solution HK Limited, Hong Kong, Aug 2021 - Aug 2023 (2 yrs)
 - Provided technical support to clients on cloud-based services (e.g., AWS, Azure, GCP), resolving issues related to storage, security.
 - Troubleshoot and resolved an average of 2-3 support tickets per day/week, maintaining a customer satisfaction rating of 80
 - Assisted in the migration of 30 client workloads to the cloud, ensuring minimal downtime and successful deployment.

2 Education

- **Bachelor of Science (Honours) in Applied Sciences (Information Systems and Web Technologies)**, PolyU SPEED, [Expected Graduation Year: 2025]
- **Higher Diploma in Cloud and Data Centre Administration**, HKIVE (Lee Wai Lee), 2020 - 2023 (Extended through Apprenticeship Training Scheme)
- **Diploma in Foundation Studies (Information Technology)**, HKIVE (Lee Wai Lee), 2019 - 2020
- **Secondary Education**, Ma Kam Ming Charitable Foundation Ma Chan Duen Hey Memorial College (MKMCF Ma Chan Duen Hey Memorial College), 2013 - 2019

3 Skills

- **Technical Skills:** Project Management, Nginx, Python, SQL, Microsoft Office Suite, Kubernetes, CRM Software
- **Languages:** Cantonese (Native), English (Fluent) , Mandarin (Fluent)
- **Soft Skills:** Communication, Teamwork, Leadership, Problem-Solving, Time Management, Adaptability

4 Projects

- **Development and Promotion of an Azure-Based GPT Chatbot for Educational Use**
 - **Role:** Technical Sales
 - **Description:** Developed and deployed a GPT-powered chatbot on Microsoft Azure, designed to assist students with academic inquiries and promote the adoption of AI-powered learning tools. The project involved leveraging Azure's infrastructure for hosting, deploying, and scaling the chatbot, as well as integrating it with relevant educational resources.
 - **Key Technologies:** Microsoft Azure, Azure OpenAI Service, GPT Models, Python
 - **Sales and Promotion:** Implemented a targeted marketing strategy to introduce the chatbot to students, highlighting its capabilities in answering questions, providing study assistance, and showcasing the potential of AI in education. This included demonstrating the chatbot's integration with Microsoft 365 services to encourage the broader adoption of Microsoft products.
 - **Results:**
 - * Conducted presentations and demonstrations to representatives from over 10 schools, showcasing the chatbot's capabilities and potential benefits for students and educators.
 - * Generated significant interest in the Azure-based chatbot solution among participating schools, leading to two pilot programs or initial implementations within 5 months.

5 Awards and Recognition

- **2nd Runner-up**, PolyU SPEED 25th Anniversary Social Media Platform Post Competition, 2024
- **Certificate of Apprentice Certification**, Vocational Training Council (VTC) Apprenticeship Training Scheme, 2023 (Awarded to Yim Wai Chung)

6 Volunteer Experience

- **Volunteer**, Speaker Support Team, PyCon Hong Kong, June 2024 - Present
 - Provided support to speakers at the PyCon Hong Kong conference, ensuring a smooth and successful experience for presenters.
 - Assisted with speaker logistics, including pre-conference communication, on-site registration, and session room preparation.
 - Addressed speaker inquiries and resolved any technical or logistical issues that arose during their presentations.