

LAU, CHUNG TING (KELVIN)

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EDUCATION

2022 - NOW	Computer Programming Diploma Seneca College
2012 - 2014	Bachelor of Social Sciences in Integrated Communication Management Bachelor's degree Hong Kong Baptist University
2010 - 2012	Associate of Arts Creative Commutation Associate Degree Hong Kong Baptist University

JOB EMPLOYMENT

Aug 2016 - Dec 2021	<u>Apple Inc. - Technical Specialist</u> Responsibilities: -Deliver superior customer service and technical assistance to customers using Apple products -Troubleshoot full range of Apple devices and software, recommending solutions, providing technical advice on macOS, iOS, iCloud and more. - Provided phone technical guidance to customers as a resource for them to obtain further help in utilizing their technology. -Create a great experience for customers. Maintain strong relationships with customers.
Dec 2014 - Feb 2016	<u>HSBC - Branch Trainee</u> Responsibilities: - Provide quality customer service through accurate and efficient counter transactions - Meet the financial services needs of customers by identifying opportunities and referring them to appropriate bank colleagues - Ensure smooth branch operations and achieve satisfactory audit rating by meeting all control and service requirements - Ensure compliance of both general and anti-money laundering and anti-terrorist financing compliance controls in accordance with HSBC or regulatory standards and policies - Support customers in account opening, promoting financial products such as credit cards, mortgages, personal loans and general insurance product upon promotion to Universal Banker

Language Skills

English, Cantonese

Programming Skills

C++, JavaScripts, HTML, CSS

Other Skills

Microsoft Word, Excel, Powerpoint, Outlook, Adobe Photoshop, Adobe Illustrator, Final Cut Pro

AVAILABILITY

Immediate