

# Krysten Liu

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## Personal Summary

Recent college graduate and data analytics/Python programming certificate holder looking to transition into a technology driven career, utilizing my learned analytics and programming skillset to contribute in data-related projects.

## IT Certifications

### Google/ Data Analytics Professional Certificate (Dec 2022)

- Completed 8 courses extensive six months job-ready Google Career Certificate training. Demonstrated hands-on experience with data cleaning, data visualization, R programming language, project management, interpreting and communicating data analytics findings. Confidence in transforming complex data into actionable and clear insights.

### Python for Everybody Specialization (University of Michigan) (Feb 2022)

- Demonstrated the basics of how one constructs a program from a series simple instruction in Python, using Python to access web data and using databases with Python. Confidence in retrieving, processing and visualizing data with Python.

## Technical Skills

### Data Extraction

- Hands-on experience with Python to extract web data (HTML, XML, JSON) using libraries such as urllib, json, re, BeautifulSoup
- Experience in Google Cloud BigQuery and SQL statements to extract dataset

### Data Cleaning

- Experienced with BigQuery and RStudio
- Knowledge in writing Excel and Google Sheet functions for parsing data

### Data Analysis

- Proficient with pivot tables, filtering/sorting, and functions in spreadsheet applications (Microsoft Excel and Google Sheets) to aid in analysis

### Data Visualization

- Performed data visualization on dataset in Tableau and Excel charting
- Experienced with RStudio using ggplot and geom functions to viz

### Software and Tools

- Development Tools: Git (GitHub), Visual Studio Code, SQLite, Tableau, Atom, RStudio, Microsoft SQL Server Management Studio
- Collaboration Platforms: Webex Meeting, Google Meet, Zoom
- Project Management Tools: Asana, JIRA

## Contact



+1 (917) 408-3278



krystenliu23@gmail.com



Canada



<https://github.com/krystenliu>



[www.linkedin.com/in/krystenliu](https://www.linkedin.com/in/krystenliu)

## Education

### BA in Language and Translation

Hong Kong Metropolitan University  
Oct 2019 – Aug 2022

### Associate of Science in Chemistry

HKU SPACE Community College  
Sep 2012 – Aug 2014

## Languages

Cantonese, English, Mandarin

## Other Interests

Hiking, Swimming, Reading, Music

## Work Experience

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### Customs Officer

Hong Kong Customs and Excise Department, Jan 2019 – May 2023

- Armed officer responsible for the law enforcement activities relating to revenue protection and collection, anti-narcotics, anti-smuggling and intellectual property rights protection
- Assessed risk levels of inbound shipment by querying intranet application/database for inventory checking, e.g airway bill number, description of item, customer's history
- Consolidate daily work activities into Excel spreadsheets and perform data import for internal department tracking and record keeping

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### Counter Service Officer (Citigold Private Client)

Citibank Hong Kong Limited, Aug 2017 – Dec 2018

- Produced the team's KPI (key performance indicator) of daily sales performance report using Citibank's internal Eclipse system
- Generated weekly KPI summary PowerPoint slide deck and present it to the internal team
- Provided quality service to about 20 bank customers who originates from various parts of the world per day: mainland China, Hong Kong, United States, Australia, UK
- Performed efficient and accurate banking transactions with Citibank Eclipse system, including managing cash supply for the branch, processing incoming/outgoing cash deposits, and maintaining branch vault cash for about 5-10 million HKD

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### Counter Service Officer

Hang Seng Bank Limited, Sep 2015 – Jun 2017

- Identified new sales opportunities by querying customer's historical transaction data using the bank's internal systems, making about 5 referrals to sales team per day
- Provided quality service through efficient and customer-friendly counter transactions with internal system, about more than 50 transactions/day

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### Marketing Executive (QA Tester)

PCCW Media Limited (<https://www.nowtv.now.com/about/>), Aug 2014 – Jun 2015

- Developed new branding strategies and marketing collateral to foster business development and achieve revenue targets, with 5-10% increases in productivity per month
- Create the initial website wireframe design for developers by putting together text and picture layout, font size and color, picture dimensions, etc.
- Responsible for web content management for the website by preparing all the necessary text in an Excel spreadsheet to be uploaded into the HTML template
- Assisted with technology department for UAT and QA functional testing to ensure software can handle real-world tasks and perform up to development specifications