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WORK EXPERIENCES

IT Support **Hung Ling Restaurant** **June 2021 – Sep 2023**

Hong Kong

- Provided ongoing IT assistance to store, resolving issues related to different aspect.
- Designed and implemented the entire network infrastructure, including POS systems and printers, ensuring daily operations.

System Administrator **Texwinca Holdings Limited** **Oct 2023 – Feb 2025**

Hong Kong

- Designed and implemented automated workflows, reducing IT support tickets by 30%, and created tools that decreased repetitive tasks for the sales team by 25%, thereby enhancing overall productivity.
- Ensured daily sales data accuracy to maintain correct reporting, and developed/debugged reports within the company's BI system, improving data integrity and supporting informed business decisions.
- Partnered with the marketing team to develop websites and mobile apps aimed at increasing sales by 20%, maintained SQL servers with proactive alert systems to prevent downtime, and managed the company website to ensure optimal performance and security.
- Delivered daily technical support for POS systems, software, and hardware to over 100 retail locations across Hong Kong, China and Singapore.
- Designed, development, and deployment of PHP web applications on Unix VMs, managing full project lifecycles to enhance system functionality and support business objectives.

Front-End Developer **Zuni Icosahedron** **July 2024 – Aug 2024**

Hong Kong

- Collaborated with UI/UX designers to build 10+ multilingual WordPress sites.
- Added interactive features and dynamic content, boosting engagement by 25%.

SIDE PROJECTS

- **Transit Go** Developed a React Native app provides real-time transit schedules, traffic updates using AWS, and nearby bus stop locations with street view maps.
- **MELL** Developed a retro social platform with sticky note memos and image sharing using React and TypeScript.
- **MUSOFF** Developed a voting based platform for user to dedicated which song is better using NextJS

SKILLS

- Java, Javascript, HTML, PHP, angular, react/react native, NextJS, SQL, Python, Bash/PowerShell
- AWS, Azure, Active Directory, Hyper Backup, Ansible, Docker, VM ware

CERTIFICATE

- **Microsoft Azure AI Fundamentals** April 2023
- **Microsoft IT Support Specialist Professional** March 2025

EDUCATION

Hong Kong

Hong Kong Polytechnic
Community College

2021 | 2023

- A.S. in INFORMATION TECHNOLOGY.