LO LEONG CHEUNG LEO

Business Process Design | Requirement Analysis | Digital Project Management

PERSONAL INFO

Mobile:	92754348	**Personal Website:**	htttps://leolo322.github.io/
Email:	leolo322@yahoo.com.hk	**Availability:**	1 Month's Notice

SUMMARY

An active team player with 6+ years' experience in various Mobile App and Website Development Projects involving POS Systems, CRM Systems, Payment Gateways, Livestreaming, and / or Datafeed Technologies. Skilled in business process design, requirement analysis, and project management for digital transformation. Passionate about leveraging technology and cross-functional collaboration to drive successful project & product outcomes.

EXPERIENCE

Apr 2024 - PRESENT

Assistant Project Manager (Mobile Trading App) • Chief Securities Limited

Main Responsibilities:

- Lead and supervise a team of Business Analysts, UI/UX Designers, Mobile Developers, and QA Testers, providing guidance and support to ensure that the project results meet the user expectation and required standards
- Discuss and assign achievable tasks to team members for each sprint, ensuring effective and balanced workload distribution
- Discuss and prioritize desired features with Product Owners, Technical Leads, and Project Managers of other Products / Systems, ensuring projects are launched according to agreed requirements, planned schedules, and allocated resources
- Assist in identifying pain points of the existing Scrum workflow, providing suggestions to senior management on improvements for the work processes with execution

Projects Involved:

- Managed the design, development, testing, and release of the Homepage Revamp, providing new personalized functions, speedy order status and modification capabilities, and basic instant market information to enhance customer experiences
- Launched the Jetso Hub feature with a Content Management System Portal, facilitating the Business & Operations Departments in building customer loyalty and analyzing the results of various marketing campaigns
- Led the Hong Kong Exchange Order Entry Revamp, supporting a new K-Chart Library along with a smoother and more professional user journey in order placement to improve the investment efficiency

Jan 2019 – Mar 2024	**Business Analyst → Senior Project Executive • EY Mtel**

Main Responsibilities:

- Participate in business / technical requirements gathering sessions to produce functional / technical requirement related documentations
- Translate and model clients' requirements into easy-to-understand process flow / system flow diagram
- Assist in designing technical solutions
- Work with Developers, UX / UI Designers, and QA Testers throughout project cycles
- Plan for project rollout and produce user manual
- Manage resources, schedules, and budgets with different internal teams

Projects Involved:

- Managed the enhancement for HKJC Webcast Website and Servers to promote new features and increasing audiences
- Maintained the HKJC Football Match Live Center Webview when change requests were raised or bugs were reported
- Analyzed user's requirement, designed business workflow, and prepared related documentation for The PARQ App, and took over the project management role afterwards
- Participated in document preparation, requirement analysis, business flow design, technical flow design for the Octopus Wallet Loyalty Platform, My Starbucks Web Ordering System, My Starbucks Rewards Mobile App, and the Esso LPG App, etc

Jul 2017 – Oct 2017	**Project Executive • EFT Solutions Limited**

Main Responsibilities:

- Prepare project related documents such as technical specification and user manual
- Monitor project schedule
- Construct test plans & test cases with execution
- Support end-users technically

Projects Involved:

- Assisted in POS / Web integration with Alipay & WeChat Pay for different retailers and for the MTR

EDUCATION

2015 – 2017	**Bachelor of Engineering in Computer Science • Hong Kong University of Science and Technology**

2013 – 2015	**Associate of Science in Information Systems Development • Community College of City University**

- Graduated with Distinction