

Resume

Luke Chan

PERSONAL INFORMATION

Full name: Chi Wo Chan Preferred Name: Luke

Place of Birth: Hong Kong

Mobile: 437-962-3888

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Skills

- .Net
- JAVA
- Javascript
- html
- CSS
- React
- Oracle DB

Profile

Strategic Product Manager with 7 years in banking and broker.
Proven expertise in driving innovation, leading product development, and optimizing client experiences. Experienced and self-motivated Sales Engineer in air-conditioning and pumping engineering.
Fast learner, excels in client relations, and problem-solving.
Ready to energize your team!

Languages

- Cantonese
- English
- Mandarin

Employment History

BANK OF CHINA(HONG KONG) LIMITED

Personal Digital Banking Product Department, Wealth Management
Product Manager (Investment)

November 2021- December 2023

- Lead the development and management of stock and derivative products, aligning with business strategy and client needs.
- Collaborate with diverse teams to launch new digital banking features.
- Manage risks, ensuring regulatory compliance and crafting mitigation strategies for stock and derivatives.
- Engage with the front line to gather client feedback, enhancing existing products.
- Support client presentations and inquiries, providing vital assistance.
- Conduct training for internal teams, fostering a deep understanding of stock and derivative products.

MASON SECURITIES LIMITED

Brokerage Department-Dealing Team, Assistant Vice President

September 2018 - November 2021

- Manage securities and futures trading, financial transactions, and customer inquiries globally.
- Facilitate account openings and ensure quality service delivery.
- Build and sustain client relationships, offering market insights like IPOs and trends.
- Collaborate with Operation Teams, including Settlement and CS Teams.
- Adhere to procedures, policies, and regulatory guidelines.
- Contribute to system development projects, encompassing UAT, MR, enhancements, and deployment.
- Monitor client risk levels and execute force liquidation as necessary.

CHIEF SECURITIES LIMITED

Branch Officer

October 2016 – September 2018

- Oversee regular branch operations.
- Manage local and global securities and futures trading, product inquiries, financial transactions, and account openings.
- Address customer inquiries with a commitment to quality service.
- Support company events, including investment seminars.

SUPERPOWER PUMPING ENGINEERING LTD

Sales Engineer

2013 - 2014

- Build and maintain robust relationships with key clients, contractors, and architects.
- Offer technical expertise to customers, helping customers understand the features and benefits of our pumping system solutions.
- Conduct on-site visits to evaluate requirements for pumping system installations.
- Provide on-site technical support and recommendations.

- Develop precise proposals, quotations, and tenders for pumping system projects, aligning with customer needs.
- Collaborate closely with project managers and installation teams for successful project execution.

MCQUAY AIR-CONDITIONING LTD,

Sales Engineer, 2012-2013

Job Duties:

- Build and maintain robust relationships with key clients, contractors, and architects.
- Offer technical expertise to customers, helping customers understand the features and benefits of our Air-Con solutions.
- Conduct on-site visits to evaluate requirements for Air-Con installations.
- Provide on-site technical support and recommendations.
- Develop precise proposals, quotations, and tenders for pumping system projects, aligning with customer needs.
- Collaborate closely with project managers and installation teams for successful project execution.

EDUCATION

Bachelor of Science (Honors) in Applied Physics, City University of Hong Kong

2009-2012

Associate of Applied Science in Physical Science, HKU Space Community College

2007-2009