

Wai Leung (Cyrus) Ma

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Summary

- Enrolled in Data Science and Machine Learning at (RRC Polytech); possess Bachelor Degree of Computing (Australia).
- Information Technology (IT) professional with 10 years' experience in programming (PL/SQL, MSSQL, MySQL), business analysis and IT project management; apply robust analytical acumen, strategic mindset, and exceptional communication skills to make important contributions to deliver outstanding results.
- Designed and implemented SQL queries to extract and consolidate data from multiple databases, enabling comprehensive analysis and reporting. Provided actionable insights for informed decision-making.
- Experienced machine learning skill in supervised (decision trees, support vector machines), unsupervised (K-means, Hierarchical Clustering, DBScan), and deep learning. Utilize analytical skills, strategic thinking, and effective communication to drive impactful outcomes for users.
- Collaborated with more than 5 cross-functional teams to effectively identify and solve complex problems, ensuring seamless project execution and achieving optimal outcomes.
- Demonstrated strong analytical skills by identifying and prioritizing critical issues, enabling efficient problem resolution and minimizing potential risks for successful project completion.
- Achieving exceptional results under tight deadlines, showcased exceptional time management and organizational skills. Successfully completed all projects on time.
- Conducted comprehensive training sessions on POS, Magento upgrades, and workflow systems for end users with limited IT knowledge, ensuring clear comprehension and proficiency. Leveraged strong interpersonal skills to effectively bridge the gap between technical and non-technical stakeholders, facilitating smooth adoption and utilization of IT systems.

Education

Diploma in Data Science and Machine Learning
Red River College Polytechnic, 09/2023 – 05/2025
Canada

- Cumulative GPA = 4.47
- Completed the assignment of analyzing and predicting house prices utilizing a linear regression model in Python, using Jupyter Notebook with Pandas, Numpy, Sklearn, matplotlib, seaborn modules
- Executed a project involving the development of machine learning algorithms for classification, where the objective was to determine the most suitable solution between decision trees and support vector machines (SVMs). The project involved implementing the models in Python using Jupyter Notebook, leveraging the sci-kit learn module to build decision trees and SVMs.
- Executed data transfer to a MariaDB 11.4 database by employing SQL statements. The project encompassed utilizing SQL statements for tasks such as dropping, creating, truncating, inserting, updating, and selecting data. Additionally, JOIN statements were employed to retrieve and analyze data from the database. The project also involved normalizing the raw data and designing the database structure. To work on the data design's Entity-Relationship Diagram (ERD), draw.io was utilized.
- Utilized K-means clustering to categorize countries based on socio-economic and health factors for the purpose of allocating funding and employed Hierarchical Clustering to segment customers into groups for a targeted marketing strategy.

Bachelor of Computing

Monash University, 01/2003 - 01/2005

Australia

- Developed a user-friendly system for inputting client cases for a legal firm within a timeframe of 4 months. Accomplished through close collaboration with users, my team and I gathering requirements, and utilizing VB.NET and Microsoft Access for system design and development. Implemented a successful solution that significantly improved the legal firm's organization and planning capabilities.

Project Experience

Transforming data into database (RRC), 04/2024

- Effectively normalized data, designed an Entity-Relationship Diagram (ERD), employed CRUD SQL statements in DBeaver, utilized join tables for data analysis. Achieved an A+ grade for the project.

Recommend the optimal solution for classification model (RRC), 04/2024

- Successfully tackled the challenge by developing and training decision tree and support vector machine (SVM) models. Meticulously followed steps that included dataset selection, understanding, cleaning, splitting, and model development using the sci-kit learn module. By optimizing hyperparameters to identify the best model, supported by a thorough review of classification reports and confusion matrices. Resulting in an A+ grade for the project.

Sales Analysis (RRC), 04/2024

- Successfully completed a project involving the development of a comprehensive Power BI report for sales analysis, incorporating data collection, preparation, normalization, interactive visualization, and collaboration to provide valuable insights for informed decision-making. Achieved an A+ grade for the project.

Clustering the Countries for HELP International (RRC), 09/2024

- Successfully completed a project for HELP International to allocate the funds among countries. Utilizing the K-Means unsupervised learning algorithm to cluster countries based on socio-economic and health factors, involving tasks such as data cleaning, preprocessing, K-Means model construction with the sci-kit learn library. The process included hyperparameter optimization to determine the optimal number of clusters and silhouette score for model selection. Achieved an A+ grade for the project.

Volunteer

Harvest Manitoba, Winnipeg, 08/2024 - Present

Volunteer – Orientation

- Participated in orientation sessions to learn about Harvest Manitoba's mission and operations.
- Acquired knowledge about food distribution processes and volunteer responsibilities.
- Demonstrated commitment to supporting Harvest Manitoba's efforts in addressing food insecurity in the community.

Call Center Operator

- Operated as a dedicated volunteer call center operator, handling inbound calls and providing exceptional customer service.
- Assisted callers with inquiries, resolved issues, and directed calls to appropriate departments.

Red River College Committee for Inspire Conference, Winnipeg, 08/2024 – Present

Registration

- Managed registration processes efficiently during the Inspire Conference.
- Assisted attendees with registration inquiries and provided on-site support.
- Collaborated with team members to ensure a seamless registration experience for conference participants.

Work History

eCommerce Manager

Pricerite Group Limited, 08/2021 – 05/2023

Hong Kong

- Upgraded eShop platform from Magento 2.3.3 to 2.4.3 in 9 months ensuring all new functions and existing functions migrated smoothly and within budget.
- Served as Project Manager, communicating and coordinating between 6 parties, including two IT vendors, marketing team, eCommerce operation team, stores operation team, and internal IT team.
- Maintained and supported eShop (website and mobile app) using Magento platform; ensured seamless experience for customers, enabling product browsing, purchasing, and payment processing.
- Implemented 3D App incorporating AR and MR technology within 4 months; migrated 1000+ products and resolved technical problems during implementation; acted as primary communicator between 3 parties (2 IT vendors and client).

IT Assistant Manager

FoodMart Deluxe, 01/2019 – 08/2021

Hong Kong

- Led team of 4 business analysts and 2 support technicians, providing daily IT support (POS system, networking) for 30+ stores, head office, and website.
- Facilitated communication among 7 parties including store operation team, corporate IT team, merchandise team, logistic team and 3 IT vendors; lead team to upgrade outdated POS system to latest version.
- Managed an annual IT budget over \$200,000 (CAD) with effective control for FoodMart Deluxe; achieved reduction in spending and maintained 5% savings below allocated budget each year.
- Provided daily maintenance and support for eShop using PHP, HTML, and MySQL to ensure positive experiences when browsing products, making purchases, and completing payments.

Senior Business Analyst

Dah Chong Hong Holdings, 01/2014 – 12/2018

Hong Kong

- Led a team of 3 business analysts using MySQL and Lotus Notes to deliver more than 10 tailor-made workflow systems across corporate units, including the human resource department, group finance, general administration department, and sales department in the motor group.
- Taking charge of the implementation, I successfully deployed a global leave system for Dah Chong Hong Holdings. As the primary point of contact, I effectively communicated with HR users across more than 5 countries and internal HR users, ensuring a smooth and seamless adoption of the system.