

IT Support & Application Specialist - Michael Ho Hui Yui

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Languages: Cantonese (native), English (fluent), Mandarin (conversational)

Availability: Immediate | Career Focus: IT Support → Solution Consultant Path

Summary

IT Support & Application Specialist with 5+ years of hands-on experience in digital signage deployments, application troubleshooting, and stakeholder training across retail and F&B environments (10+ Sasa branches, Ocean Park restaurant installations, and local cafés). Combined with 10+ years of total professional experience including operational leadership and vendor coordination. Strong in incident resolution, technical documentation, and bridging technical/business needs. GitHub portfolio showcases lab-based troubleshooting and full-stack demos (REST APIs, JWT authentication), positioning for solution consulting roles.

Core Skills

Systems & Networking: Windows Server 2019 (AD DS, DHCP, DNS), Active Directory basics, VM virtualization (Hyper-V / VirtualBox)

Operations & Support: Printer management, user account provisioning, system monitoring, backup verification, incident documentation.

Development & Tools: PHP, JavaScript, MySQL, REST APIs, JWT, Git, PowerShell, Insomnia, DataTables, Bootstrap.

Delivery & Communication: Proof-of-Concept (POC) demos, technical documentation/SOPs, stakeholder/user training, vendor coordination, RFP support

Education

City University of Hong Kong
Bachelor of Engineering (Hons),
Electronic and Communication
Engineering (2008–2011)

Professional Experience

Digital Solutions Consultant - Freelance / Self-employed 2023 – Present

- Delivered application troubleshooting and proof-of-concept demonstrations for clients.
- Created/maintained technical documentation, operation manuals, and training materials; conducted user sessions for smooth adoption.
- Bridged technical teams and business stakeholders to facilitate pilot rollouts and issue resolution.

Director / General Manager - Plentiful Rich International / China Ocean Group Development 2015 – 2023

- Led cross-department coordination, process improvements, and operational planning in challenging market conditions
- Acted as key liaison between business and technical teams; managed supplier/vendor relationships and compliance communications.
- Handled stakeholder engagement and crisis response to maintain stability and trust.

Project Coordinator / IT Support – Multi-Company Deployments (Retail, Theme Park & F&B) 2011 – 2014

- Coordinated digital signage system deployments for Sasa retail stores (10+ branches) and Ocean Park (focused on internal restaurant installations), plus local restaurants/cafés.
- Translated stakeholder requirements into deployment/support plans; performed onsite hardware installation, cabling, configuration, and connectivity troubleshooting.
- Independently resolved incidents under tight deadlines; delivered user training and liaised between vendors, management, and end-users.
- Maintained incident logs and documentation for knowledge sharing and prevention.

Selected Project

Login-CRUD-System : <https://github.com/michaelho278-bot/login-crud-system>

Modular REST APIs with JWT authentication, role-based access, dashboard stats, CRUD for users/products. Includes mobile app (Ionic + Angular) for login, product filtering, contact form, and FCM push notifications.

IT-Support-Labs: <https://github.com/michaelho278-bot/it-support-labs>

Ongoing repository of simulated incident reports documenting troubleshooting for DHCP/DNS misconfigurations, printer issues, AD login failures, file server access problems, with step-by-step diagnostics, command outputs, logs, and resolutions.

Professional Portfolio

<https://github.com/michaelho278-bot/Michael-Professional-Portfolio>

Contains anonymized STAR management cases, technical lab screenshots, and personal journey demonstrating resilience and lifelong learnin