Ryan Chan

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Ryan Chan

Experienced IT Manager in Both Hardware and Software Area

Job Duties & Top Achievements

- Minutiae
- Managment & Leadership
- Implementing new ideas
- Process Redesign
- Strategy

15
Years Infrastructure experience

10
Years software solution experience

RESUME SUMMARY

Latest Position
IT Manager
Years(s) of Work Experience
20
Latest Career Level
Middle management

Working Abilities

My background includes working in both small and large organizations as an IT manager with almost fifteen years of expertise. My bachelor's degree is in Business Administration from the University of Management and Technology. As an IT manager, I have worked for various companies including an industry leader in logistics and transportation. Among my responsibilities as an IT manager are defining and identifying solutions to a wide range of IT problems and supporting the development of software and hardware infrastructure to supporting the daily real-time monitoring of millions of data being recorded, and automating and digitizing data processing.
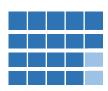
In addition to developing infrastructure, I have also assisted my company in implementing innovative solutions for a range of products, including ERP, web-based applications, mobile apps, and IoT hardware.

SKILLS

WORK

- Project Management
- Cloud infrastructure
- Payment Gateway
- Vendor Evaluation
- Strategy & Execution
- ResourceManagement
- Innovative IT Initiatives
- Troubleshooting
- End-user Support

PERSONAL

- COMMUNICATION
- ORGANIZATION
- TEAM PLAYER
- CREATIVITY

EDUCATION

(2015 – 2016)

University of Management and Technology
BBA Bachelor of Business Administration

EDUCATION

VMware Certified Professional 5 – Data Center Virtualization
VMware Certified Professional Version 4
VMware Certified Professional Version 3
Cisco Certified Network Associate
MSCE
MCDBA
SCSA
CCSA

(2020 Mar – 2021 Feb)

IT Manager
The Kowloon Motor Bus Co. (1933) Ltd

Job Duties

- Responsible for providing bus operation system including **Azure Cloud**, networking, security, and applications.
- Contribute towards the implementation of the Service Level Agreement in conjunction with senior management.
- Manage and supervise the IT department, including performance appraisals, discipline, and pay reviews.
- Implement full life cycle development and implementation of and Backend.
- Develop and maintain a disaster recovery plan.

Achievements

- ✓ Successfully planned and implemented 2nd Gen Bus Estimated Time of Arrival (ETA) System
- ✓ Ensure the data exchange with Delivering Driver Safety Solutions and internal systems is successful.
- ✓ Runs the largest enterprise-grade bus captain operation APP in Hong Kong for both iOS and Android.
- ✓ Introduce Tableau to board director as a tool for Analytics for tracking user behavior to improve the Bus Operation.

(2015 JUN – 2020 Mar)

IT Manager
S.F. Express (Hong Kong) Limited – EF Locker (IT Team Head)

Job Duties

- Handle the provision of Locker system infrastructure services including applications, 4G Network, CCTV, **Tencent Cloud** and IT security.
- Review status reports and analyze results to effectively troubleshoot problem areas and mitigate project risks
- Work with senior management to propose, agree and deliver IT service to defined Service Level Agreements.
- Manage and supervise the IT department include staff appraisals, disciplining, pay reviews and career development.
- Implement full life cycle development and implementation of Locker Frontend and Backend.
- Promoting data culture in organizations with Tableau and build the Data Team.
- Develop and maintain a disaster recovery plan.

Achievements

- ✓ Successfully designed, planned and implemented Locker System within 6 month (include Hardware, software, and backend Infrastructure).
- ✓ Hong Kong's first kiosk system which success implement of refund and value-added features though Octopus card payment system.
- ✓ Successfully deploy the most e-payment methods Locker System which included Octopus\Wechat Pay \Alipay\BoCPay\FPS .
- ✓ Runs the largest express locker system in Hong Kong, which reaches 1,000 lockers in Hong Kong. And IT systems run 24/7, providing the bank-level data security guarantee
- ✓ Implementation of an intra-city express service that handles over a million parcels per year through lockers and couriers APP.
- ✓ Last mile external resources system deployed to over 800 convenience store, which provide a total solution (APP/API integration with POS) for parcel check-in / customer self-pickup by OTP/ courier return for convenience store.
- ✓ Finish an awesome showcase partnered with YSL BEAUTE HK & Tencent, on top of facial recognition, motion detection and the Smart Locker for self-pickup
- ✓ Enhanced the parcel security which deployed over 1500 point CCTV in Tencent cloud platform with system integration
- ✓ Promoting data culture in organizations with Tableau and build the Data Team.

(2010 JUN – 2015 Feb)

IT Manager
Chun Yip Plastics Limited

Job Duties

- Handle the provision of IT infrastructure services including desktop applications, Local and / or Wide area networks, IT security and telecommunications.

- Review status reports and analyze results to effectively troubleshoot problem areas and mitigate project risks
- Work with senior management to propose, agree and deliver IT service to defined Service Level Agreements.
- Manage and supervise the IT department include staff appraisals, disciplining, pay reviews and career development.
- Implement full life cycle development and implementation of ERP System & OA system.
- Develop and maintain a disaster recovery plan.
- Develop and control the IT security policy.

Achievements

- ✓ Successfully reduced IT opex cost by 10% per year.
  Enhanced efficiency and productivity of the Factory process by implementation of new ERP & OA systems
- ✓ Successfully deployed the self-service BI System, which let top management understand how their business operating model will evolve
- ✓ Enhanced the factory security and minimize the man power security guard of implementation over 120 point of CCTV Cam.
- ✓ Successfully designed, planned and implemented Office 2013, Windows 2012 Server, Exchange 2010, VMware, SharePoint, SQL Server and Oracle DB.

(2006 May – 2009 Oct)

System and Network Administrator
Bossini Enterprises Limited
Job Duties

- **Helpdesk /POS Support**
  Ensuring that support calls are logged and handled effectively and efficiently
- **Network Administration**
  Technologies handled by the team include but not limited to local area network (LAN)
  technologies, wide area network (WAN), wireless LAN technologies, server and enterprise applications.
  Professional responsibilities include administration, documentation, and following corporate policies and procedures.
- **System Administration**
  Building, configuration and troubleshooting of server and desktop hardware.
  Providing advice on selection and purchase of IT equipment.
  Maintaining maximum availability of supported services for users.
  Designing, implementing and managing VMware, file server, (AIX, Linux, Windows) application
  Server, email systems, database server, backup / restore, voice, PABX & fax, etc.
  Responsible for disaster recovery, closing security loopholes and access levels.
  Ensure adequate antivirus protection & solutions are maintained and updated.

Achievements

- ✓ Professional training to all HK office staff of dealing with disaster home office
- ✓ Successfully completed HK and SZ office relocation projects which included moving out over 300 personnel in two site. Project involved reconstruction, workstation additions, electrical, voice / Network changes, and server Virtualization. The project was completed timely and successfully.
- ✓ Managed and successfully executed all moves and changes for HK and SZ office Server Virtualization.