Tai Wai Cheung

Personal Details: 📱 07539858846   ✉ cheung_tw@yahoo.co.uk   🌐 British   Full

Career Summary

As an Information Technology professional, currently a Data Engineering coach, with extensive experience of delivering end user applications to Tier 1 customers. Extensive stakeholder engagement and collaboration. Industry roles have encompassed Product Management, Project Management and Pre-sales. I have been involved in customised application delivery to travel related corporations to enhance distribution models. Highly skilled in strategic, tactical planning and implementing business applications utilising different project management methodologies. Strong influencer with extensive stakeholder engagement, a great ability to identify and deliver complex solutions. Experience of software development with Python, Spark, C#, SQL, COBOL, React, Angular and JavaScript.

Employment History

Jan 2019 – Current, FDM Group, Leeds   Data and Software Engineering Coach

Working with FDM Group as a coach to consultants, graduates, returners and ex-forces in Data Engineering, .Net, C#, SQL and Web Applications Development. As a Data Engineering coach I am responsible for delivering, enhancing course content as well as the assessment of consultants in Hadoop, HDFS, Hive, Python, Apache Spark, Scala, Kafka within Ubuntu, Databricks and Visual Studio Code environments using GitLab to maintain code. I have also been involved in the development of Python applications to interface with GCP Cloud Storage and BigQuery. I am also involved in successfully preparing candidates for interviews, managing Scrum teams in internal projects (pods).

As a .Net coach I have been involved with the delivery, enhancement, planning and application of courses to industrial standards, programming to Object Orientated and SOLID principals, creating projects using Test Driven Development, ASP .NET, MVC creating CRUD API's with token authentication. I am also responsible for delivering coaching in React, Angular and COBOL. I have interface with databases in SQL Server, MySQL and Hive using .Net, Python, React and Angular

I regularly work with trainees and consultants to enhance their presentation techniques, preparation for interviews and the selection of future trainees.

June 2018 – Jan 2019   Full Time Carer

Spent time as a full-carer for family member.

Sep 2015 – May 2018   Secondary School Teacher

Having completed a PGCE course in Computer Science I have taught in secondary schools in Leeds and Watford. Planning, developing and delivering computer science and maths lessons including programming to KS3, KS4 and KS5 students as well as providing maths support and was a form tutor. I also delivered extra– curricular and coaching activities to Year 7 - 12 pupils.

May 2014 – Sep 2015   Return to UK

Engaged in freelance web design, support and updates for websites with which I have been supporting on a long-term basis. Gained certifications as a certified Agile practitioner (PMI-ACP) and also ITIL V3 Foundation

Feb 2012 – Apr 2014 Amadeus Asia Bangkok   Product Manager

Employed as a Product Manager for a Mid and Back Office (MBO) e-commerce application to connect with the Amadeus host. Worked with cross-functional teams to compliment company distribution strategies to increase revenue, market share, retention and increase customers, development of new business functionality. In-depth knowledge of GDS business and technical capabilities to enhance the enablement of host applications to increase customer productivity and profitability. Also a product Owner experienced with successfully delivering Sprints utilising Agile Scrum methodology.

- Leading teams of cross-functional specialists to gather and analyse business requirements to develop and deliver end-user Java web applications to integrate with Amadeus airline reservations and generic inventory data enabling merging of front, mid and back-office functionality.
- Training end-users and colleague's one-to-one on implementation of new applications and business roadmaps.
- Project lead on the implementation of Amadeus Web Service SOAP XML messages used in Air, Hotel and Car reservations and inventory for integration into business applications and future product directions using Amadeus Web APIs. Specialising in usage of command line, XML and Edifact messaging with Amadeus Test Tool Server and connectivity to Open Back End (OBE) servers.
- Worked with local and regional teams to successfully identifying and build a product roadmap and implement a business vision to compliment Amadeus strategies for the Asian market.
- Collaboration with stakeholders in multiple countries to conduct market research, gather business process requirements from customer visits, meetings and workshops to establish a product vision to enable projects to design, developed and delivered.
- Expertise in building lasting relationships with customers and stakeholders to research market trends and areas for business development. Identifying business opportunities to increase customer participation, competitiveness, automation and productivity
- Project lead on a project to integrate Amadeus Authentication Access Control, LSS and customer profile, CSX, and booking messages to transform user business applications.
- Working with stakeholders across market territories on ongoing business development integrating with existing Amadeus components, to increase customer productivity and participation.
- Product Owner ensuring that monthly Sprint stories are delivered on time to specific requirements. Engage with release planning, estimating, writing user stories, product demonstrations, Sprint reviews.

Feb 2007 – Feb 2012 Attachmate Australia, Sydney   **Senior Consultant**

Based in Sydney for Attachmate as their Asia Pacific Airlines Consultant. I worked as a pre and post sales consultant with regional airlines on projects for business development and integration with Attachmate products. Projects included defining commercial and technical requirements for the development of airlines airport applications. On-going tasks included:

- Cooperated with Qantas and 3rd party providers and partners to maintain Attachmate as a tier one vendor maintaining a multimillion-dollar account with over 15,000 desktops. Involved in the implementation and support of applications for different line of business in airport DCS, reservations and head office to MATIP and 3270 hosts.
- Managed the airlines product portfolio for APAC, incorporating enhanced and customised features for common use platforms including CUPPS. Involved with the development of one of the first applications for a CUPPS airport in Orlando.
- Managing Attachmate products, including INFOConnect Airlines suite, Reflection and Verastream SDK, to market and successfully incorporating customised enhancements to enable localisation, market compliancy and adaptability. Utilisation of VMWARE to virtualise solution and deployment.
- Worked with Air New Zealand in the migration of their Terminal Emulation desktop and printing software from AX.25 to MATIP. Involved with the RFP, Proof of Concept, as well as identifying and demonstrating both the technical and business solutions for Air New Zealand. Worked on the implementation and support process of which I was the project and technical lead from the Attachmate side. Ensured that software was compliant with peripherals desktops. Delivered within time and budgetary guidelines.
- Working with airlines to implement product and service delivery within airport, head office and travel agency facilities utilising formal delivery and management processes such as PRINCE2 and ITIL. First level incident and problem management interacting with customers to escalate resolution processes experienced with diagnosis and problem resolution with MATIP ALC and UTS INT1 network traces.
- Designed and implemented a database to map ASCUs and Terminal Addresses to users and customised software to package applications for airlines desktops utilising the database
- Regularly prepared and gave presentations on new company products, working with airlines on Proof of Concepts, designing, development and delivering customer training.
- Worked with airlines and vendors on identifying and developing Java and .Net applications using Attachmate SDK and HLLAPI products. Development of tools using MS-Access, Java, C#.
- Liaised with airlines outsource partners and third-party vendors on support and new product issues. Ensuring product delivery is compliant subject to UAT requirements.

Jul 05 – May 06 Wiseco Consultant, Hong Kong   **Consultant**

Worked with Wiseco, a Hong Kong based software reseller, to enhance their product portfolio with airlines. Delivered a SCO Unix based Java application for Hong Kong Immigration Department, using Web and Attachmate APIs that allowed airlines to query passenger status for entry to Hong Kong, interfacing with Airline hosts using MATIP messages and Immigration host using MQ messaging. Wrote the Request for Proposal (RFP), conforming to MATIP RFC2351 standards. I designed the architecture which interfaced between an API to airlines and the Immigration host.

Mar 00 - Jun 05 Attachmate Airlines, Hong Kong   **System Engineer**

I worked in both a pre and post sales capacity with airlines developing relationships with customers, business partners and suppliers, delivering and supporting Attachmate customised solutions to customers on both TPF and UNISYS hosts. Some achievements during my time with Attachmate included:

- Annual maintenance renewals, upgrades, and new business with Cathay Pacific. I was involved with negotiations, writing business and technical proposals, as well as providing post-sales support.
- Involved in winning a tender with Cathay Pacific to upgrade their CUTE departure control (DCS) desktops at SITA, ARINC and RESA airports to use Attachmate's SDK API to interface with Sabre QIK3. Involved in negotiations with Cathay and wrote the RFP, as well as presenting business and technical proposals to Cathay management. Managed the technical aspect of the project from Attachmate and liaised with Cathay to make sure each phase of the project was delivered on schedule. Responsibility for producing technical and training documentations.
- Upgrading printing services on departure control desktops at Cathay out-ports. This project stopped all ticket and baggage printing costs that Cathay was incurring. I was responsible for the architectural design for the application and working with the development team to ensure that the project was delivered on time. Wrote technical and training documentation and provided training to Cathay staff.
- Working with airlines to implement product and service delivery within airport, head office and travel agency facilities. First level incident and problem management interacting with customers to escalate resolution processes experienced with diagnosis and problem resolution with MATIP ALC and UTS INT1 network traces.
- Helped to win a tender for the migration over 3000 desktops and provide printing services to Thai Airways with Attachmate MATIP applications. This included implementing a MATIP Software Concentrator, OMSE, which I worked on the system design as well as providing training to Thai Airways staff. Wrote the RFP conforming to RFC2351 standards. Utilised contacts with vital members of Thai Airways management to develop a relationship over 5 years culminating in this project.
- Developing extensive relationships with business partners such as Unisys Transportation and Sabre Airline Solutions on several major projects with airline customers. I helped Unisys in their development of their MATIP Concentrator, OMSE. I worked with Sabre on the development of several applications that used Sabre QIK3 with Attachmate products.
- Worked with Unisys and Travelsky to upgrade departure and control services at Beijing, Guangzhou and Shanghai airports.
- Writing applications in J2EE, JSP interfacing with Attachmate APIs in Windows and UNIX environments demonstrating to potential and existing customers' web-to-host applications connecting to ALC, UTS and MATIP hosts.
- Worked with Attachmate developers and airlines to ensure software implementation and compliancy with peripherals and desktops on UTS and ALC platforms.

Jul 95 - Feb 2000 Galileo Asia Hong Kong   **Regional Technical Executive**

Employed with Galileo Asia, a Global Distribution Systems (GDS) company, delivering content and services to worldwide travel companies. Amongst my areas of responsibility included:

• Setting up new regional Galileo offices in Asia Pacific. I was the network architect for these office migrations, working with local telecommunications companies, SITA and suppliers to ensure all networking was in place on schedule. Also training of staff on installation and configuration of Galileo products.

• Pioneering Galileo travel agency setups in China, regularly visiting Beijing and Shanghai to work with local, multinational travel agents and General Sales Agents (GSA).

• Rewriting a standalone application, in Unix C, which connected to the Galileo host, for a travel agency in Taipei after it developed major problems. I was able to keep the agent up and running with no lost in revenue.

• Working with Galileo financial controllers to meet budgetary costing and justifications for both national and international telecommunication costs.

• Developing standalone applications to interface passenger and airline data with backend systems using Visual Basic and Microsoft Access.

• Work on applications to locate and extract booking data for Multinational Travel Agency migration.

• Technical support for the migration of small and large travel agents to Galileo, I was the network architect for many large-scale project implementations which migrated agents to Galileo.

• Providing technical training, on-going support and knowledge to all Galileo staff in the region.

• Installation and configuration of Cisco routers used at customer premises. Also experienced with the installation and configuration of OS/2 and Windows NT domain servers. SCO UNIX System V.

Leeds Beckett University	PGCE in Computer Science, Qualified Teacher Status
Leeds Metropolitan University	M.Sc. in Computer Communications and Networks
Polytechnic of Wales Pontypridd	HND in Mathematics, Statistics and Computing