Curriculum Vitae

PERSONAL DETAILS

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General Background

I have joint HSBC and worked as IT since fresh graduate, in Year 2001. I joint a delivery team of Credit Card and ASP Call Centre Frontend development until April 2011. I am currently working in Quality Testing team of ADM Core Banking.

From my first four years of the working experience in HCC projects (HCC 4 and HCC 5), I have equipped myself with strong analytical strength and organisational skill.
During 2002, I have been seconded to Sheffield, UK, for HCC 4 onsite support for 2 months. This secondment furnished me with the most invaluable experience and learning path. During the onsite support, I worked closely with different teams and exposed to the different working environments and cultures. In addition, working in HCC 4 and HCC 5 projects offered me the chance to train up myself to work under pressure and work independently. Working in HCC team which has provided me numerous chances for onsite support, such as Indonesia and Malaysia. This helped me in building up a stronger business sense.

With my career built in Engineering team for around 10-year time, I considered to take up a new role as Quality Testing Lead of non-functional testing in April 2011. Among the first 5 years, I have taken up the role of OAT Lead of more than 30 projects such as China Credit Card, China GPS, Project Cyber, BER, FX Margin, etc.

From Dec-2015 to Nov-2017, I am working as a Test consultant in AMH RBWM Transformation Programme (AMH RTP). Among over 200 projects in the programme, my major task is to provide consultancy on functional and non-functional testing to project stakeholders. I helped the project teams to enforce testing best practise and quality assurance, as well as provide weekly testing update to senior management.

In 2018, I participated in Hong Kong Faster Payment project (HK FPS) and worked as Test Lead of Hang Seng RBWM and CMB. I joint both of the Agile scrum teams and discussed the testing requirement among different PoD teams. I led 4 testers who worked in Xian and provide guideline to them in order to drive testing automation and derive test scripts for each testing cycle. HK FPS function ran on both web-browser and mobile app versions. The test scripts were automated and run on both cucumber and selenium. The project launched successfully in Oct-2018.

Currently I am working in Resource Management team under Regional Core Banking (HUB) team. I managed the holistic portfolio overview of business demands.

Besides the on-the-job learning of test management, I managed to get myself PMP and Lean Six Sigma Green Belt certified and I would like to equip myself in the knowledge of project management.

Working experience

Period: Nov 2018 – Current
Position: Senior Associate, Technology COO (RMO)

Main duties include:
- ~   Manage Regional Core Banking demand and supply
- ~   Provide Core Banking Portfolio Dashboard to senior management in monthly basis
- ~   Contribute to regular financial planning of regional teams

Period: Dec 2017 – Oct 2019
Position: Quality Specialist – Testing, ADM Core Banking, HOST

Main duties include:
- ~   Act as Test Manager in varies Core Banking projects such as HK Faster Payment
- ~   Facilitate and coordinate testing environment to achieve end-to-end perspective
- ~   Ensure quality assurance for applications and drive test automations
- ~   Execute automated test scripts using cucumber and selenium on browser based and mobile applications
- ~   Manage risk and issues in all testing phases and test environment that raised to our team

Period: Dec 2015 – Nov 2017
Position: Quality Specialist – Testing, ADM Core Banking, HOST

Main duties include:
- ~   Act as Test Consultant in AMH RBWM Transformation Programme
- ~   Facilitate and coordinate testing environment to achieve end-to-end perspective
- ~   Manage risk and issues in all testing phases and test environment that raised to our team
- ~   Provide weekly testing status update on programme level

Period: Apr 2011 – Dec 2015, Nov 2018 – Oct 2019

Position: Quality Specialist – Testing, ADM Core Banking, HOST

Main duties include:
- ~ Overall manage OAT test activities
- ~ Manage and coordinate all OAT test activities in end-to-end perspective
- ~ Review the test cases and ensure that the test coverage is sufficient to meet the applicable NFR testing objectives
- ~ Monitor the testing progress, identify and track all testing issues and risks during testing period
- ~ Coordinate with testing owners, project team and related parties to solve the testing issues
- ~ Provide regular status reporting
- ~ Issue OAT Certificate upon test activities completion

The projects I worked as OAT Lead:

	Period	**Projects**
2011	Apr - Jun	DCD Online (Tokyo)
	Jun - Aug	DCD Online (AMH) - Phase 1
	Jul - Nov	FX Margin
	Jul - Nov	General FX
	Nov - Jan2012	DCD Online (AMH) - Phase 2
2012	Jan - Mar	Indonesian Bank Ekonomi Integration (BER)
	Jun - Aug	HCC OS2 Demise
	Jun - Sep	Premier Privileges - Phase 2
	Jul - Oct	HBBM+HBKY - Phase 1
	Aug - Nov	Global PWS
	Nov - Jan2013	AMH & CNC Securities Ops
	Dec - Mar2013	Mobile 1.5
2013	Jan - Apr	HBBM+HBKY - Phase 2
	Mar - Dec	GPS (SGH G3 RealTime)
	May - Jun	AUH Retail Credit Services (RCS)
	May - Apr2015	Cyber Fast Followers
	Aug - Nov	Electronic Bill Presentment and Payment (EBPP) - Phase 1A
	Aug - Nov	BPM China Mortgage
	Nov - Feb2014	Project Connect
	Nov - May2014	GPS (China GPS)
	Dec - May2014	SGH Mortgage
2014	Feb - May	Electronic Bill Presentment and Payment (EBPP) - Phase 1B
	Jun - Aug	Global PWS (Asia implementation)
	Jul - Nov	AUH MOND
	Jul - Nov	INM Mortgage
	Aug - Nov	Cyber IMO Door-to-Door
	Sep - Nov	AMH Securities BPM
	Sep - Jul2015	Insurance related project (Life400, MPF)
2015	Mar - Jun	Call Centre Application System (CCAS) Evergreen
	Mar - May	Electronic Bill Presentment and Payment (EBPP) - Phase 3
	Apr - Aug	HK Time Deposits System Replacement
	Sep - Dec	China Credit Card - Phase 1a
	Sep - Feb2016	Basel Commission for Banking Supervision (BCBS) WorkStream 1
2018	Sep – Jan2019	AMH Mortgage
	Sep – Nov	Next Generation Telephony (NGT) – Indonesia Implementation
	Dec – Mar2019	AMH Mortgage Process Optimization (MPO) Deployment
2019	May – Current	Next Generation Telephony (NGT) – Philippines Implementation
		Next Generation Telephony (NGT) – Australia & New Zealand Implementation
		Next Generation Telephony (NGT) – Vietnam Implementation
		Next Generation Telephony (NGT) – Taiwan Implementation

Period: Nov 2009 to Mar 2011
Position: Development Specialist, Channel Systems, HTSA

Main duties include:

HBBM Call Centre Migration (HSS IVR/OneHSBC Call Centre) – Phase 1a and 1b
~   Act as project coordinator to lead and drive different teams to meet project schedule to ensure a smooth implementation.
~   Negotiate and work with business and also IT teams to fulfil business requirement.

OneHSBC Gold Suite 2.0 for Bangladesh
~   Act as project coordinator to manage the development, testing and implementation of Call Centre features.

Project Beagle – OneHSBC Cards for HKRCC sites
~   Act as project coordinator to manage the development, testing and implementation of Call Centre features.

Period: Apr 2008 to Nov2009
Position: Senior Development Officer, Channel Systems, HTSA

Main duties include:

WHIRL Project – Gemini
~   Liaise with business to propose the best solution of the systems.
~   Provide timely support to SIT/UAT and drive the progress for frontend applications such as eCHAMPS and eCAFE.
~   Manage the defects of SIT/UAT and work closely with different business/IT teams to ensure defect turnaround time is within SLA.
~   Provide onsite UAT and Dress Rehearsal support to Indonesia business.

OneHSBC Card – Regional Production Support team (HBAU)
~   Provide 24x7 production support to local IT and business.

Period: Feb 2006 to Apr 2008
Position: Senior IT Officer, Core Systems Integration, HTSA

Main duties include:

WHIRL Project – Crystal (Malaysia), Gemini (India & Indonesia)
~   Work with different teams to provide the best frontend solutions.
~   Provide timely response and support to business during SIT and UAT.
~   Provide 24x7 production support to local IT and business.
~   Act as first-line production support for frontend applications such as eCHAMPS and eCAFE.

Period: Aug 2003 to Jan 2006
Position: IT Officer, Call Centre and Banking Workstations

Main duties include:

SecurePay
~ Responsible the development and implementation of Malaysia SecurePay.
~ Provide timely System Integration test and UAT support
~ Provide timely production issue support for all sites

Period: Jul 2001 to Jul 2003
Position: System Analyst/Programmer, Call Centre and Banking Workstations

Main duties include:

~ Develop and design the framework and architecture of HCC 4
~ Act as a role to design system architecture
~ Provide timely System Integration test support
~ Provide onsite testing support
~ Lead and manage GLTc teammates for HCC 4 development.

Achievements

Year	LSS Improvement Process	Saving (per annum)
Jun 2012 – Mar 2013	OAT Improvement Process	USD 80K
Jun 2015 – Feb 2016	OAT Improvement Process (Phase 2)	USD 39K

Education and Qualifications

Year	Education and qualifications
Sep 2015	Lean Six Sigma Green Belt Certified
Jan 2014	Project Management Professional (PMP) Certified
1998 to 2001	Bachelor of Science (Computer Science and Information Systems) The University of Hong Kong
1996 to 1998	St. Rose of Lima's School Hong Kong Advanced Level Examinations (1998) 3 credits and 2 passes
1991 to 1996	St. Rose of Lima's School Hong Kong Certificate of Education Examinations (1994) 1 distinctions, 4 credits and 3 passes

Other skill

Computer knowledge & Tooling
- Microsoft Office Tools (Words, PowerPoint, Excel, etc)
- HP ALM Quality Centre
- Performance Centre
- JIRA
- Junit, cucumber, selenium

Programming Language
- Java/J2EE
- HTML
- XML
- SQL (DB2)

Language

- Native Cantonese
- Fluent English
- Standard Mandarin