

Wong Ho Dominic

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EDUCATION

University of California, Berkeley
Economics Major & Computer Science Minor, May 2018

SKILLS

SQL, Python, Java, C, HTML, CSS, JavaScript, Git, Android Studio, Stata, Tableau, MS SQL, C#, UiPath

LANGUAGES

English, Cantonese, Mandarin

EXPERIENCE

IBM, Hong Kong

Consulting Associate (November 2019 – Feb 2021)

- Design workflow, develop, and provide UAT Support on Robotic Process Automation for Cathay Pacific.
- Provide UAT Support, Chatbot training, regression testing for AIA.
- Implement data transformation and report development for HKTDC.

Apple, Cupertino, California

Media Curator (Contractor) (October 2018 – June 2019)

- Managing, aggregating, correcting, and connecting metadata to create the best user experience possible. We leverage data to make better decisions for our business and for our users.
- Verifying and correcting key metadata in our music catalog to enhance the user experience.

UC Berkeley, Student Affairs Information Technology, Berkeley, California

Student Technology Consultant (August 2017 – May 2018)

- Provide help desk support to students and employees on campus.
- Troubleshoot computer related problems such as residential WiFis networking, computer security issues at different location residential buildings and college libraries.
- Solve problems related to network connection and software installation over phone.

PROJECTS

Background Check (Winter 2020) – RPA Project at Cathay Pacific Airways (CPA)

- Robot is implemented to reduce labor cost and efforts on Data Entry by automating process of retrieving data from mainframe and web systems and updating them to CPA Salesforce System.
- Robot enters specific commands online, downloads and updates attachments online
- Robot sends out report daily for analysis and sends out emails to notify users when it encounters issues.
- Implemented by UiPath and VB.NET.

HR Chatbot (Spring 2020) – Chatbot Project at AIA

- Chatbot is implemented to answer HR related questions asked by users to answer common questions such as annual leaves and benefits.
- Take part in extracting chatlogs from database.
- Run regression tests regularly to compare and modify the actual intent provided by the chatbot.
- Implemented by JavaScript and MSSQL.

Report Development (Spring 2020) – Data Project at HKTDC

- Organize and transform data to generate reports for client to do further analysis.
- Implemented by Maria Database, Redshift Database, PLSQL and Python.