

# Yilia LAI

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## EDUCATION

- MSc in Knowledge and Technology Management September 2022 - March 2024  
*The Hong Kong Polytechnic University, Hong Kong*
- BSc in Health Information Science September 2017 - October 2021  
*University of Victoria, Victoria BC, Canada*

## WORK EXPERIENCE

**The School of Nursing, The Hong Kong Polytechnic University** July 2023 - Present  
*Research Associate*

- Collaborated with multidisciplinary teams on research projects aimed at enhancing healthcare quality.
- Conducted comparative analysis of market competitors, assessing functionality, positioning, pricing, etc., to refine our team's AI-powered product development strategies.
- Employed quantitative data analysis and utilized tools like Looker Studio and Tableau to extract key insights, supporting informed decision-making in project development.
- Drove multidisciplinary collaboration through proactive communication and coordination with computer science experts and clinical professionals, aligning project objectives with diverse healthcare needs.

**Zhongshan Ophthalmic Center, Sun Yat-sen University, China** May 2021 - August 2022  
*Product Manager*

- Collaborate with multidisciplinary teams on diverse R&D projects to support and innovate in healthcare:
  - Project 1: Developed an AI-driven platform for clinical data standardization and management, improving biomedical data integration and sharing across research institutions.
  - Project 2: Created a quantifiable framework for an adaptive sensory technology manifold platform, leveraging visual science for enhanced ophthalmic clinical testing accuracy.
  - Project 3: Advanced the accuracy of routine screening for retinopathy of prematurity in high-risk preterm infants, utilizing detailed analysis and modeling.
  - Project 4: Engineered an intelligent chromosome karyotype analysis system, significantly boosting workflow efficiency in healthcare facilities.
- Conducted quantitative data analysis and market research to inform and guide healthcare innovation projects.
- Designed User Interfaces (UI) for Electronic Medical Record (EMR) systems using tools such as Figma and Axure RP, designed laboratory websites using Wix and Canva, enhancing digital healthcare interactions.
- Delivered IT training to clinical staff, facilitating the adoption of new AI technologies in clinical settings.
- Managed essential documentation, such as meeting minutes, presentations, and promotional materials, to ensure clear communication and elevate project visibility.

**Fraser Health (eHealth Services), Canada** January 2020 - September 2020  
*System Analyst*

- Supported eHealth initiatives by gathering business requirements and assisting in change management.
- Played a key role in testing and adjusting a new healthcare system, ensuring its successful implementation.
- Performed comprehensive daily system testing, executing test scripts and reporting key results.
- Collaborated with vendors to efficiently resolve system issues and ensure smooth functionality.
- Developed user guides and training materials, supporting medical staff during system transitions.
- Prepared deployment plans and created cheat sheets to streamline the change management process.
- Organized team-building activities to enhance team cohesion and collaborative work environment.

## VOLUNTEER EXPERIENCES

*Activity Assistant*

- BC Cancer Agency, Canada (September 2018 - May 2019): Engaged with patients in support group activities, enhancing patient morale and community engagement.

- Victoria Chinatown Care Centre, Canada (October 2018 - May 2019): Provided caregiving, meal assistance, and organized activities for elderly residents.
- Women and Children Hospital of Guangzhou, China (Summer 2015-2017): Organized and accompanied games and maintained hygiene for leukemia patients in the pediatric ward.
- Chinese Red Cross, China (Summer 2015-2017): Coordinated volunteer events and blood donation schedules for medical professionals across hospitals.

#### **ADDITIONAL INFORMATION**

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**Languages:**

Cantonese (Native); Mandarin (Native); English (Fluent).

**Soft Skills:**

Growth Mindset; Problem-Solving; Collaboration; Communication; Project Management; Team Leadership.

**Technical Skills:**

UI/UX Design; Data Analysis; Data visualization; Programming; AI and Large Language Models.