

# Yiu Yiu Yoyo Ho

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## PERSONAL PROFILE

This is Yoyo from Hong Kong. I graduated from Centennial College with a three-year Advanced Diploma in Game Programming. Also, I hold a bachelor's degree in Economics, with a focus on China, the US, and international economies. For my past work experience, I held a leadership role at an online service-matching company and a healthcare agency platform. In the workplace, I am a skilled problem-solver and a fast learner who is responsible and organized.

## SUMMARY OF QUALIFICATIONS

- Advanced Diploma in **Game Programming** from Centennial College, Toronto, Canada
- Bachelor's Degree in China Studies (Economics) from Hong Kong Baptist University, Hong Kong
- WIMTACH Special Compass Game Jam event (VR Unity Project, Feb 2025): 2nd Place
- **Fast Learner**

My transition from Economics to Game Programming demonstrates that I am capable of quickly acquiring new knowledge. Additionally, my experience working in start-up companies required me to manage different parts of team operations without guidance. This meant I had to independently search for resources to accomplish my tasks. In the fast-changing IT industry, I believe this adaptability is an essential skill for success.

- **Responsible & Organized**

While working at a healthcare agency, I was responsible for building the entire workflow system for service matching from scratch and establishing a new team. This demonstrates my ability to plan, organize, and allocate resources efficiently. In school, I participated in lots of group projects, where I took the lead in coordinating teammates and managing deadlines, highlighting my time management, responsibility, and communication skills.

- **Skilled at Problem-Solving**

During my studies, I consistently performed well in mathematics and programming, showcasing my strong problem-solving abilities. As a customer service team leader in my past work experience, I was always the last resort for handling complaints. This experience strengthened my problem-solving skills and ability to manage difficult situations effectively.

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## EDUCATION

### Advanced Diploma in Game - Programming

September 2022 - April 2025

Centennial College, Toronto, ON, Canada

Current GPA: 4.3/4.5

This program fosters proficiency in developing games with industry-standard programming languages and tools while mastering game design principles, AI implementation, multiplayer functionality, and game optimization, complemented by strong problem-solving, teamwork, and project management skills developed through individual and collaborative projects.

*More details:* <https://www.centennialcollege.ca/programs-courses/full-time/game-programming>

### Related Courses Include:

- **Unity:** Game Programming 1, Game Programming2, Introduction to Game and Simulation, Special Topics: Gaming (VR/ XR), Web Game Programming
- **Unreal:** C++ for Game Development, Multiplayer Game Development
- **Blender:** Assets for Game Developers
- **HTML & CSS:** Web Interface Design
- **MySQL:** Emerging Technologies, Introduction to Database Concepts
- **C++:** Advanced Graphics, C++ for Game Development
- **C#:** Programming 1, Programming 2
- **JavaScript (React, Node, Express, GraphQL, MongoDB, NoSQL):** Client-Side Web Development, Emerging Technologies, Web Application Development
- **Java:** Data Structures and Algorithms, Java Programming
- **Kotlin:** Mobile Apps Development
- **Mathematics (Continuous Mathematics, Discrete Mathematics, Probability & Statistics):** Discrete Mathematics, Linear Algebra & Statistics, Simulation Design
- **Agile Management:** Game Development Project 1, Game Development Project 2, IT project Management, Software Requirements Engineering, Software Systems Design, Software Testing and Quality Assurance

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## EDUCATION (CONTINUED)

**Bachelor of Social Science(Hons) in China Studies (Economics)**

September 2014 - July 2018

Hong Kong Baptist University, Hong Kong

This program provides a strong foundation in economics, in-depth understanding of China's economy, and insights into comparing economies worldwide. It develops critical thinking, strategic decision-making, leadership skills, and knowledge in comparing the economies of China, the US, and the world for informed global business strategies.

### **Related Courses Include:**

- **Mathematics (Continuous Mathematics, Discrete Mathematics, Probability & Statistics):**  
Basic Statistical Methods, Mathematics for Economists, Smart Decisions
- **Data Analyze:** Economics of Human Resources

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## WORK HISTORY

### Operations Engagement Manager

July 2021 - February 2022

Evercare Health Limited, Hong Kong (Elderly Care Agency)

Website: <https://www.yourevercare.com/>

- To lead the Supplier Engagement Team, manage service provider databases, and support operational tasks such as service matching, shifts, and payroll.
- To implement marketing campaigns, create engaging social media content, and coordinate educational courses to enhance supplier skills and brand awareness.
- To collect feedback from service providers and drive continuous improvement to enhance service quality.

### Customer Experience Manager

March 2021 - July 2021

Evercare Health Limited, Hong Kong (Elderly Care Agency)

Website: <https://www.yourevercare.com/>

- To develop efficient operation workflows, implemented performance evaluations, and established a Supplier Supporting Team to enhance service delivery.
- To manage customer inquiries across multiple channels and handle escalated complaints to ensure effective solutions.

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## WORK HISTORY (CONTINUED)

### Customer Service Team Leader

September 2019 - May 2020

HelloToby Technology (HK) Ltd, Hong Kong (Service Matching Platform)

Website: <https://www.hellotoby.com/en>

- To lead a team by setting quarterly goals, analyzing performance, and providing regular training to ensure efficiency and customer satisfaction.
- To handle escalated inquiries, manage onboarding, and collaborate with departments to improve customer experience and operational flow.
- To oversee loyalty programs, manage promotional content, and ensure user guides are up-to-date to reduce inquiries.

### Customer Service Assistant

November 2018 - September  
2019

HelloToby Technology (HK) Ltd, Hong Kong (Service Matching Platform)

Website: <https://www.hellotoby.com/en>

- To handle customer inquiries across multiple channels, refers them to the relevant departments, coordinates vendor services, and resolves complaints to ensure satisfaction.

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## WORK-RELATED SKILLS

### Languages

- English
  - IELTS Academic (Overall): 7.5/9
- Chinese
  - Native (Cantonese & Traditional Chinese)
  - Proficient (Mandarin & Simplified Chinese)

### Programming Languages

- C#, C++, Kotlin, Java, Java Script, SQL, NoSQL, HTML & CSS

### Design-related Skills

- Video Game Design
  - Unity
  - Unreal
- Web Design
  - Microsoft Expression Web
  - WordPress
  - WIX.com
- Graphic Design
  - Photoshop
  - Blender
  - GIMP
  - Tiled
  - Canva
- UI/ UX
  - Adobe XD
  - Figma
  - Sketch

### Software & Application Skills

- Version Control Platforms
  - Github
  - GitKraken
  - SourceTree
- Project Tracking Tools
  - Trello
  - Jira
- CRM and Analysis Systems
  - Zendesk
  - Hubspot
- EDM Systems
  - SendGrid
  - MailChimp
- Accounting Softwares
  - MYOB ABSS
- Microsoft Office Applications
- Word Processing Skills
  - English
  - Traditional Chinese
  - Simplified Chinese

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## PROFESSIONAL ACCOMPLISHMENTS

### **Inclusive Leadership Practices Certificate**

2025

Centennial College, Toronto, ON, Canada

A four-course program focused on theories, models, and practices of inclusive leadership in modern workplaces. Develops leadership philosophy through self-reflection on values, beliefs, and attitudes while exploring strategies for managing organizational change and fostering an inclusive culture. It helps to gain the skills to lead and support diversity and inclusion in global workplaces.

### **Professional Certificate in UI/ UX Website Design**

2022

Hong Kong Digital Design and Marketing Institute, Hong Kong

Participants are equipped with skills in user-friendly and visually appealing website design through this program. It covers wireframing, prototyping, responsive design, and usability testing, providing practical expertise for creating effective and engaging websites with different versions for various devices

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## STANDARDIZED EXAMINATIONS ATTENDED

**Canadian English Language Proficiency Index Program (CELPIP - General)** 2025

- **Overall (8)**
  - Listening (9)
  - Reading, Writing, Speaking (8)

**International English Language Testing System (IELTS-Academic)** 2021

- **Overall (7.5)**
  - Listening & Reading (8.5)
  - Writing & Speaking (6.5)

**Hong Kong Diploma of Secondary Education Exam** 2014

- Mathematics (LEVEL 4), Mathematics Extended Module 1 (Calculus and Statistics) (LEVEL 4)
- Economics (LEVEL 5), Business, Accounting and Financial Studies (LEVEL 4)
- Liberal Studies (LEVEL 5)
- English (LEVEL 4), Chinese (LEVEL 4)