

Ka Tin Man

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Objective

As a 2023 IT Programming Diploma graduate, I excel in full-stack web development and possess strong problem-solving skills. I am eager to secure a position that will allow me to expand my skill set, collaborate with diverse teams, refine my organizational abilities, and continue to develop into a proficient problem solver.

Education

DIPLOMA | IT PROGRAMMING | 2021 – 2023 (FULL TIME IN-PERSON)

- Centre of Geographic Sciences (COGS) - Nova Scotia Community College

BACHELOR OF ARTS | APPLIED AND MEDIA ART | 2013 – 2015 (PART TIME IN-PERSON)

- The Hong Kong Polytechnic University School of Professional Education and Executive Development

Skills & Abilities

PROGRAMMING AND GIS

- Object-Oriented Programming Language: Python/ Java/ C#/ C++
- Front-end development: JavaScript/React.js/HTML/ CSS/
Back-end development: PHP/ Flask (Python)/MySQL / Postgres (SQL)
- IDE and Tools: PyCharm / IntelliJ IDEA / Eclipse/ Visual Studio Code/Android Studio/ Git

PROJECT MANAGEMENT

- Unified Modeling Language (UML) / Agile methodology
- Project Management Tools: Microsoft Azure DevOps

Career Experience

SERVICE DESK ANALYST | ROYAL BANK OF CANADA (RBC)

JUL 2022- SEP 2022

- Reduced calls due to customer complaints by 60% using diagrams and step-by-step instructions created from project documentation.
- Collaborated with customers to resolve application, phone, printer, and computer problems within a 24-hour period, maintaining efficiency at 100%.
- Conducted vigilant monitoring of system performance to identify potential issues and ensure smooth functioning of the systems.

WEB DEVELOPER INTERNSHIP | NTMK SOFTWARE DEVELOPMENT & CONSULTING INC
APR 2022- MAY 2022

- Planned website development, converting mockups into usable web presence with JavaScript and the React.js.
- Designed and prototyped an average of three or more new product features per month for various clients, contributing to the company's growth.
- Completed a rigorous five-week internship with NTMK Web Development Limited and received commendation from my mentor for my resourcefulness and keen attention to detail.

PROJECT SUPPORT OFFICER | HONG KONG TELECOMMUNICATIONS LIMITED (HKT)
FEB 2017 – JUL 2021

- Utilized Microsoft Excel with Office Script to automate repetitive tasks and cross-check each supplier's bill for accuracy. This effort uncovered a payment computation flaw, which saved the company over \$10K annually.
- Reduced costs by 20% and improved workplace efficiency by managing the software and system upgrade in the office. This included negotiating a new deal with the current supplier.
- Collaborated effectively with a team of four project managers in a fast-paced network support team.

ASSISTANT PROJECT OFFICER | HONG KONG TELECOMMUNICATIONS LIMITED (HKT)
NOV 2013 – JAN 2017

- Commended for creating the in-house e-newsletter with a HTML website to communicate Assistant Vice President's vision and reduced paper usage and email back-and-forth by 10%
- Wrote Visual Basic for Application (VBA) code to update the client billing record in Microsoft Access database. This resulted in a 20% reduction in billing errors and contributed to a smoother billing process.

Achievement and Award

WHAT'S YOUR CHALLENGE | NSCC WITH ROYAL BANK OF CANADA (RBC) | MAR - 2022

- Competition group project, complete a challenge from one of the sponsors – RBC, promoted to create an online tech-savvy team to support remote work and online interviews, and received a second-place win.

NSCC STUDENT AWARD - JASON CONNELL MEMORIAL AWARD | NSCC | FALL 2022

- For the student who have good academic standing, commitment, and passion for career in IT Programming.

Volunteer Experience

NSCC INTERNATIONAL STUDENT AMBASSADOR (ISA) PROGRAM | NSCC | SEP 2021 – JAN 2022

- Organized and facilitated two or more webinars every month to support over 100 international students.