

JEFFREY LAU

jeffrey.lau@gmail.com | 6120 2005

PROFILE | Accomplished and detail-minded system analyst with 4+ years of experience in assisting management for project development in line with technical applications. Expertise in installations and usage of both hardware and software.

EXPERIENCE | **Senior Systems Analyst, Gimmick Digital Ltd.**

Jun 2012 - Present

- Maintained and supported systems for data warehouse and business intelligence (BI) initiatives, including software, servers, and networks
- Tested applications and resolved problems throughout software development life cycle, including preparing detailed program specifications
- Researched and evaluated latest technology solutions and provided recommendations for improved system operations

Information Technology Specialist, JW Solutions Limited

May 2010 - May 2012

- Managed internal data, including identifying risks to data integrity, disaster recovery and restoration
- Provided high levels of daily hardware support including Intel PC, PC maintenance and upgrades, and external peripherals
- Created 5+ user manuals for all staff members and reported on systems and processes for top management

TECHNICAL SKILLS | **Languages:** MS SQL, JavaScript, HTML, XML, CSS, .NET
Systems: UNIX, Linus, Windows 2000/ XP/ Vista/ 7, Mac OS

EDUCATION | **Hong Kong Polytechnic University, 2008-2010**
Bachelor of Engineering (Honours) in Industrial and Systems Engineering

Hong Kong Community College, 2006-2008
Associate of Science and Technology in Information Technology

LANGUAGES | Cantonese (Native), Mandarin (Native), English (Fluent)

AVAILABILITY | One month's notice