Frankie Lai

Personal Information

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Status: Authorized to work in UK

# Employment History

*2020 – 2022 Fintecom AI Limited (Remote)* ***–*** Advisor

* Design web3 page to communicate with **Ethereum and Solana smart contracts**
* Develop front end of platforms by using **React and Node.js**
* **Implement crypto currency exchange and wallet feature**.
* Upload artwork to IPFS, **update smart contract** after minting NFT
* Penetration test on both website and CMS, bug fix and **support production launch**

*2014 – 2020 The University of Hong Kong* ***-*** IT Manager

* **University representative on the innovative project** in Joint Universities Computer Centre for blockchain student portfolio *(Azure, SharePoint, BI, Excel VBA, PM)*
* **Maintain 10000+ staff monthly payroll process** in PeopleSoft ERP system
* SQL development (stored produce, views) **improved 50% performance** after tuning.
* Participated in technology advisory group to investigate worldwide modern technologies for HKU (ML, BI, Data Analytic) and **implemented and supported data visualization dashboard** for shuttle bus, attendance, uPrint, etc. (Google Data Studio, Tableau)
* **Supervised a team** to monitoring/ automating web application program to perform UAT and stress test *(e.g., UiPath, Python and Selenium WebDriver)*

*2011 – 2014 The University of Hong Kong* ***-*** IT Officer

* **Support manager to maintain 10000+ staff monthly payroll process** in PeopleSoft
* SQL development (stored produce, views, SQL statements) **generate new reports and new enhancements** according to users’ requirements.
* Participated in regular group **meetings with consultants and Finance users** to discuss the progress of the schedule and UAT.
* **Testing, debugging, diagnosing** and correcting errors and faults in an applications programming language within established testing protocols, guidelines and quality standards to ensure programs and applications perform to specification
* **Handle security issues** and provide **2nd line support** for different kind of programming functions and promote data security policy.
* **Design and implement the Mobile App** Development project (e.g., HKU APP for Apple iOS and Android platform)

*2010 – 2011 Linedata Services (HK) Limited* **-** Senior Support Consultant

* Participated in hedge fund analytics application and **customer services support which reduced 80% of reported issues**. *(Bloomberg terminal, JavaScript)*
* Contributed root cause analysis in both technical & business area. (*PL/SQL, BI Query*)

*2008 – 2010 Hong Kong Monetary Authority* - Analyst Programmer.

* Provided support to business partners and vendors to **facilitate the revamp process** and **implement new customization** for Oracle Peoplesoft ERP. *(PL/SQL, VB)*
* Reputed with the **depths of details** and **maintaining comprehensive technical program, end user documentation** and operational procedures such as disaster recovery procedures for data center operators.
* Oracle **database performance tuning**, programming **version control** and **system rollout.**
* To **liaise with business partners and vendors** to ensure the completeness of the requirement and **arrange implementation** of hardware and software infrastructure

*2006 – 2008 Hospital Authority* - Junior Programmer > Programmer

* **Performed 38 system enhancement requests** for pharmacy and allergy checking app.
* **Troubleshooted 90 programming errors** **& performed bug fixes.** *(C#, Web service)*
* Handle machine code & 3rd party systems machine data flow program.
* Provide 24 X 7 supports for pharmacy system urgent cases.

*2005 – 2006 BOC Credit Card (International) Ltd.* ***-*** System Operator

* Assist internal & external parties to troubleshoot hardware or software problems.
* **Ensure 99.9% successful run** for mainframe jobs & PC applications *(Java, MySQL)*

# Projects

*2021 – 2022 Think of A Style* ***–*** Blockchain Engineer

Radiant Robots is a collection of 6,260 curated NFT's apart of the Ethereum Blockchain. Each contains a different set of traits with rarities making it unique.

This NFT project containing member perks, a DAO (Decentralized Autonomous Organization), philanthropy events, giveaways, community support, real world integration and much more.

# Education

*2006–2008* Master of Science (Computer Science)- *The University of Hong Kong*

 *The financial computing stream is the study of data and algorithms used in finance and the mathematics of computer programs that realize financial models or systems. Financial computing emphasizes practical numerical methods and focuses on techniques that are directly applicable to business and financial analysis. The emphasis will be in the computing aspect of the financial industry.*

*2018–2019* Executive Certificate in Fintech - *HKU SPACE*

*Latest knowledge in innovation and applications of Internet Finance and Financial Technology (FinTech). It also focuses on the overall context in FinTech including regulatory framework, regulatory technology (RegTech), evolving digital technology and mobile commerce in finance.*

* 1. Executive Diploma in Finance and Corporate Accounting - *HKU SPACE*

2004*–2006* Bachelor of Science (Computer Science) - *Victoria University*

*1999 –2002* Higher Diploma in Computer Information Engineering - *HKIVE (Sha Tin)*

**Other Qualifications**

Dec 2018 Six Sigma LEAN leader Certified

Sep 2017 PRINCE2 Agile Practitioner Certified

Aug 2014 PRINCE2 Practitioner Certified

Nov 2011 ITILv3 Foundation Certified

2002 – 2004 Oracle Certified Associate (OCA), Cisco Certified Networking Associate (CCNA),

 Microsoft Certified Systems Engineer (MCSE) and MCDBA

# Other Skills

Database: SQL Server, MySQL, Oracle, Sybase

BI & Tools: Power BI, Google Data Studio, Tableau, PeopleSoft, SharePoint, SAP, Bloomberg, SQR, VMware Horizon Cloud, Google Workspace, Slack

Coding: Python, VB, C#, Java, GitHub, Linux, Selenium, React, Node.js, REST API, HTML5, CSS3

Language: Native Cantonese Speaker

Driving: Full UK driving license class AM/A/B1/B/f/k/p/q