

Pickering, Ontario L1V 6V4 | 4378600852 | kingto.chung@georgebrown.ca



King To (Toby), CHUNG

EDUCATION

George Brown College, Toronto, CA
Analytics for Business Decision Making Program
GPA: 3.95 (First semester)
Expected in 05/2025

Hong Kong Baptist University, Hong Kong
Bachelor of Science,
Business Computing and Data Analytic
Honours: Second Class (Division I) Honours
Graduated in July 2024

Professional Summary

As a data analyst proficient in SQL, NoSQL, data visualization, and AI modeling, I excel at transforming complex datasets into actionable insights. With strong storytelling and communication skills, I present data-driven narratives that inform strategic decisions. I am committed to continuous learning and eager to apply my skills in challenging environments. I bring a unique blend of customer service experience and technical expertise to drive business success.

Skills

Python	Teamwork and Collaboration
Java	Problem-Solving
R	Customer Service
SQL	Customer Assistance
JavaScript	Patience and Empathy
MongoDB	Money Handling
SQLite	
Oracle	
Microsoft Access	
Power BI	
Tableau	

Work History

Customer Service Representative

LCBO, Pickering, Ontario

November 2024 - December 2024 (Seasonal)

- Assisted customers with product selection and provided personalized recommendations on alcoholic beverages.
- Delivered excellent customer service, ensuring a positive shopping experience.
- Operated the cash register and managed transactions efficiently.

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- Promoted and upsold "staff picks" and featured products.
 - Supported charitable donation campaigns and community events.

Achievements:

- Achieved a staff pick upsell rate of up to 30%, driving increased sales.
- Boosted charity donation participation to 28%, contributing to community impact efforts.

Research Assistant Intern

Department of Physics, HKBU, Hong Kong

July 2022 - September 2022

- Conducted data analysis and statistical research for academic projects.
- Assisted professors in preparing research papers and conference presentations.
- Utilized Python to automate data cleaning and reporting processes.
- Applied analytical skills to improve research accuracy and insights.

Achievements:

- Identified a design fault in a prototype and experiment through data analysis, providing actionable suggestions for improvement.

System Developer

Ubivox Limited, Hong Kong

May 2023 - August 2023

- Developed data processing applications and automated reporting systems
- Managed cloud-based applications using AWS services

LANGUAGE

English

Full Professional

Chinese (Cantonese)

Native or Bilingual

Chinese (Mandarin)

Native or Bilingual

