Toby Chung (King To)
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Professional Summary

Pre-sales- oriented technical professional with hands-on experience supporting customer-facing solution design, proof-of-concept (POC) validation, and technical demonstrations across analytics, AI, and data-driven platforms. Proven ability to translate complex system architectures, machine learning outputs, and cloud-based workflows into clear business value propositions that support enterprise sales cycles. Experienced in requirements discovery, solution configuration, UAT, and cross-functional collaboration with sales, engineering, and operations teams. Strong foundation in Python, SQL, Power BI, and containerized AI workflows, with a customer-centric mindset focused on feasibility, scalability, and adoption.

Career & Organization

Eastfair Restaurant Equipment & Supplies - Toronto, ON

Online / Indoor Sales Coordinator | Jun 2025 – Present

- Managed end-to-end sales operations (quotations, payments, delivery), ensuring a consistent customer experience.
- Acted as a liaison between customers, operations, and developers to support cross-functional collaboration and requirement clarification.
- Supported e-commerce platform operations and system upgrades through data maintenance and user acceptance testing (UAT).
- Provided consultations and solution recommendations to customers, aligning operational requirements with platform capabilities during pre-sales discussions.

Achievement

- Maintained 100% customer satisfaction with zero complaints or refunds through strong stakeholder communication and problem-solving.
- Delivered a 3× improvement in operational efficiency by implementing Python-based automation for data extraction and reporting.
- Played a key role in a major online store redesign, driving 83% growth in website sessions and a 63% increase in conversion rate through data-driven optimization.

HKBU Band Society - Hong Kong

Committee President 2022-2023 | Comittee Member 2023-2024

- Led end-to-end planning and execution of large-scale events, coordinating with partners, stakeholders, and internal teams.
- Managed logistics, scheduling, and on-site operations, ensuring delivery under time and budget constraints.
- Acted as a central point of contact to align stakeholders, resolve issues, and maintain execution quality.

Achievements

- Delivered multiple large-scale events with 3,000+ total attendees, demonstrating strong project execution and stakeholder management.
- Built and maintained external partnerships by clearly communicating requirements, constraints, and value propositions to diverse stakeholders.
- Increased audience engagement through structured promotion and operational optimization.

Project Experience

Vibration Analytic on Smart Facilities—Sea Water Supply System, Hong Kong

Project descriptions

- Delivered a real-world smart facilities analytics project in collaboration with the Electrical and Mechanical Services Department (EMSD), Hong Kong.
- Designed and validated a near-real-time analytics pipeline using Python and MySQL to process vibration sensor data, with Power BI dashboards for KPI-driven monitoring.
- Implemented Adaptive Baseline Learning with semi-supervised anomaly detection and online model updating to continuously refine performance baselines.

Business Outcome

- Validated a scalable analytics proof-of-concept that was taken into consideration for organizational adoption, supporting technical and business evaluation.
- Translated advanced ML outputs into clear, KPI-driven insights for operational and non-technical stakeholders.

AI Agent–Powered Receipt Processing & Spending Analysis System

Project descriptions

- Delivered a real-world AI agent–driven automation project demonstrating end-to-end receipt processing and spending analysis.
- Designed a near-real-time, enterprise-style workflow using Python, Docker, and a self-hosted n8n environment, integrating multimodal LLMs via Model Context Protocol (MCP).
- Implemented an LLM-powered query agent to enable natural-language analysis of structured spending data stored in Notion.

Business Outcome

- Automated manual expense tracking and demonstrated measurable efficiency gains, suitable for customer-facing solution demos and proof-of-value discussions.
- Enabled conversational access to financial insights for non-technical users, showcasing deployable AI agent architectures.

Education

George Brown College - Toronto, ON
Postgraduate Certificate, Analytics for Business Decision Making
GPA: 3.9 | Jun 2025

Hong Kong Baptist University - Hong Kong
Bachelor of Science, Business Computing & Data Analytics
Second Class (Division I) Honours | Jul 2024

Certifications

Oracle Cloud Infrastructure (OCI) AI Foundations Associate (2025) - Oracle
Cloud computing fundamentals, AI/ML concepts, OCI AI services, generative AI

Google Analytics Certification - Google Digital Academy (Skillshop)
Digital analytics, data interpretation, user behavior analysis

PwC Switzerland – Power BI Job Simulation - Forage
Business reporting, dashboard design, data storytelling

Availability

Available to start with a 2 weeks notice period.