Jack Chan

7+ years of RPA development experience in multiple industries. **Proficient in integrating RPA with AI to achieve streamlined and intelligent processes**. Firm advocate of good development practices, incorporating test-driven development and a thorough logging and exception handling framework into my work.

Personal Information

Tel: +85259329125,
+8617666141031
jackchan715@hotmail.com
Birthday：1995.07.15

Education

**University College London
2013-2016
Bsc Computer Science
Upper Second Class**

RPA Portfolio and Profile

Personal Projects Portfolio
https://113256.github.io/projects/rpa

UiPath Forum Account
(top 15 ranking for solution provision on the UiPath Forum)
https://forum.uipath.com/u/jack.chan/summary

UiPath Marketplace Account
(published Frameworks and reusable components, with over 10k total downloads)
https://marketplace.uipath.com/profile/jack-chan54

Certifications

- UIPath Level 3 - Advanced Training
- UIPath Developer Advanced
- UIPath Certified Advanced RPA Developer v1.0 (UiARD)
- Automation Anywhere Advanced RPA Professional
- Machine Learning & Deep Learning Certification (Coursera)
- Blue Prism Developer Certification
- Power Automate PL-900 and PL-500

Skills

Generative AI: OpenAI, Langchain, Speaking Portrait (D-ID, HeyGen), Chatbot (Flowise, Relevance AI)
RPA: UIPath （4 Years）, NICE （2 Years）, Java, Selenium, Automation Anywhere, BP, Power Automate
AI / Data science / Machine Learning: Python (pandas & numpy)
Programming Languages: Java, C#, VBA, VbNet, JavaScript, Python
Web Development (Front end): HTML/CSS, JavaScript, Bootstrap
Web Development (Back end): PHP/MySQL, Java Springboot
Database: SQL
Languages: English, Chinese, Cantonese

Work Experience

Senior Associate (RPA & System Development) 10/2020 Cognizant Shanghai
- Act as technical SME for team and help team reach new stages of capability
- Develop and maintain UiPath frameworks/reusable components for the team to use.
- Generative AI
  - Claim underwriting web application
    - Created using NodeJS, OpenAI and LangChain
    - automatically extracts key fields from uploaded claim forms
    - give analysis and reason on whether claim can be approved or declined
    - contains chatbot where agents can ask questions about the policy and claim
  - Insurance Digital Agent
    - Created using NodeJS, OpenAI and D-ID
    - Chatbot that combines OpenAI with D-ID's "speaking portrait" technology which lets users interact with a photo of their choice.
    - Able to recommend different insurance products to users based on their profile.
    - Chatbot is trained using multiple policy documents in order to know which products to recommend
- Chubb Australia
  - In charge of using UiPath Document Understanding to train model to train up and implement model that can extract key information from Invoices
  - Implement Document Understanding Framework to extract and classify invoices and to automatically retrain model using human validated results
- Organon
  - Automated Finance process to handle business travel claims
    - Liaison with different local OCR companies to understand capabilities
    - Implement UiPath Framework to integrate UiPath with Database, Salesforce, OCR, and Python

Consultant (RPA & System Development) 07/2019-07/2020 NCS Hong Kong
- MTR RPA Projects
  - Developed RPA processes for Finance/HR/Procurement departments
- Hong Kong Police Force Projects
  - Involved in front/back end revamp of <Photo Album Library system>, and <Major Incident Investigation and Disaster Support System>.

Jack Chan

Senior RPA Developer 08/2017 – 06/2019 Dext Ltd / Elite Paradise Ltd (Hong Kong/Singapore/Malaysia)

- In charge of POC, requirements gathering, design, testing and development (using NICE), and deployment
- Used C# to write dlls to add complex functionality to the NICE RPA software
- AIA RPA projects
  - Successfully development and deployed AIA Malaysia's first and second batch of RPA projects, including a 24/7 batch claims processing robot for the entire Singapore customer base.
- Technologies used: NICE （RPA tool）, C#, Javascript, VBA

System Developer 07/2016 – 07/2017 DBS Bank (Hong Kong)

- Used Java and Selenium to create an internal use RPA tool
- Implemented RPA desktop tool to batch process credit card PIN requests, replacement and cancellation requests. Deployed in Hong Kong and Singapore, branches.

To Whom It May Concern   March 20, 2017

Mr. Chan Zhi Xiang [HKID R512121(2)], Jack, worked in my team as Analyst Programmer (promote) from **July 2016 until now.** It is my great pleasure to write this recommendation letter for Jack.
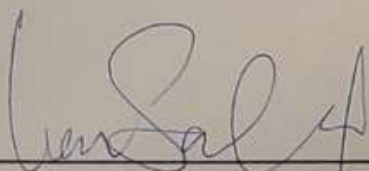
For joining the Innovation and Enterprise Technology team, pre-requisition is team player, creative, fast react and willing to face technology challenge, Jack is one of the young talents who possess this character. Jack is truly outstanding: detail-mind, logical, fast-learner, polite and most important. creative.

Jack is very passionate in software engineering work, in particularly robotic process automation (RPA) technology. RPA is one of the robust technology that form a vital part of digital banking. In 2016, DBS won the Best Digital Bank in the World award, RPA plays an important role to achieve this success. Jack personal dedication really contribute because his first assignment was working for several RPA projects for Singapore HQ. Users feedback is such encouraging, they loves Jack's deliverable, on time and excellent manner on helping and training them to use the new technology. After the amazing result in Singapore HQ, I assigned Jack continue serve Taiwan branch .... Jack started to travel in the region to serve the DBS community. The influence is such spread out, well known and remarkable.

With an independent and self-motivated attitude, Jack is reliable in every project and he is always committed to deadlines even under pressure. The result-oriented mind helps him to tackle problems and find out the best solution for the projects. For sizable project, he is willing to work with teammate to deliver the project with outstanding quality.

It is my pleasure to have Jack in my team. Jack is one of the talent in my team and I believe he can be one of the future leader in this arena. I have no single doubt to make this recommendation and wish Jack every success in his endeavor.

Yours sincerely

Dilys Lam
Head of Innovation and Enterprise Technology
DBS Bank (Hong Kong) Limited
Email address: dilyslam@dbs.com

Wong Siew Mun
Manager - Claims

AIA Shared Services Sdn Bhd (658194-P)

Level 6, Tower 2, Office Towers @ NeoCyber,
Lingkaran Cyber Point Barat,
63000 Cyberjaya,
Selangor Darul Ehsan.
T : 603-8213 2507 M : 6012-367 9763
E : siewmun.wong@aia.com
AIA.COM

To whom it may concern:

I have known Jack for 5 months while he worked as our RPA developer for Claims Department. I have been consistently impressed by both Jack's technical expertise and attitude towards his performance on the job.

His interpersonal skill has allowed him to develop productive working relationships with our users and process improvement managers. Jack could work well under pressure, his ability to get work done without supervision and could quickly understand user's requirement has helped us to deliver RPA project successfully within 2 months.

I volunteered to write this recommendation for Jack because I am very grateful for his contributions to our office and very confident that he has the intelligence and work ethic to add value wherever he works.

I recommend him for employment without reservation. Please let me know if you need further information.

Wong Siew Mun
Manager-Claims
AIA Shared Services Malaysia

Date: December 22, 2014

To Whom It May Concern:

I have had the pleasure of working with Jack from the start of the summer while he took part in a 3-week pilot project, which I designed and coordinated for the Faculty of Engineering here at University College London. Jack was then successfully in his application for one of three summer studentship placements with the faculty for an additional 8 weeks. During this time, he worked with a fellow year 1 computer science student to design and develop a new internal facing web-app to support students and staff involved in the new strengths-based personal development programme associated with the Integrated Engineering Undergraduate Programme. You can view it at https://eng.strengths.cs.ucl.ac.uk.

From the very first day, Mr. Chan was a superb contributor within a team of computer science and electronic and electrical engineering students tasked with designing a control system for a test bioreactor for the pilot. This led to taking on a leading role in the design of the outward facing components including a very smart web interface for a web-app that would be used by over 700 staff and students from the faculty at the start of each new academic year. Jack is very well organised, creative, and intuitive. He has far exceeded my expectations for productivity.

Jack's consistently positive attitude and air of calm confidence enabled him to comfortably interface with students and academic staff. His technical understanding of the complex computer science concepts and testing methods trialed was an asset to his team and the success of both the pilot and strengths web-app.

Please feel free to contact me if you would like to speak about this exceptionally bright and promising young man.

Sincerely,

Emanuela Tilley, M.E.Sc, LEED AP
Senior Teaching Fellow, Integrated Engineering Programme
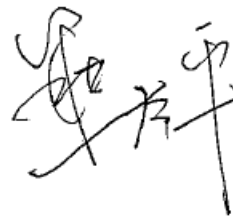
UCL Engineering
Torrington Place
London
WC1E 7JE

t: +44(0)20 76793540
e: e.tilley@ucl.ac.uk

推 荐 信

　　本人应陈志翔（英文名：Jack Chen）请求，推荐贵单位给予考核和重点培养的机会。

　　陈志翔全程参与了可口可乐装瓶商集团财务部机器人流程自动化（以下简称：RPA）项目。作为项目组的核心成员，他向我们展示了扎实的专业基础和良好沟通能力，截至 2021 年 7 月已经出色完成了可口可乐装瓶商集团财务部 RPA 第一期和第二期项目。

　　在与他半年多的项目合作中，发现他在对业务的判断上具备较强的独立思考能力、较强的分析能力和快速解决问题的能力。同时他对新事物也具有很强的敏感性，展示了良好的探索、团队合作、坚忍不拔精神。

<div align="right">

推荐人：熊太平

可口可乐装瓶商集团　高级财务经理

2021 年 7 月 20 日

</div>

Chubb TH

Tecklur Konati, Prabu (Cognizant)
To   ⬤ Gao, Deqiang (Cognizant); ⬤ Anchuri, Ramesh (Cognizant)
Cc   ⬤ Chan, Jack (Cognizant)

3/4/202

ⓘ Follow up. Start by Friday, March 4, 2022. Due by Friday, March 4, 2022.

Team, As Chubb TH RPA engagement comes to a close on Monday, I would like to note my appreciation of Jack's work in this project. He was exceptional and nimble, delivering on time and adjusting to continuous demands of the client. He also was able to guide and help Ramya to complete Use case 2, while he independently took over Use Case 3 and delivered on time with excellent quality.

Jack has sound knowledge of UiPath and well equipped to be a team/tech leader.

Thanks
Prabu

10th June 2019

To Whom It May Concern

Chan Zhi Xiang Jack was employed by DEXT Pte Ltd as a Software Engineer from 2018 to 2019.

Jack performed all the tasks competently and with commitment and enthusiasm. He has demonstrated the ability to work under pressure and to plan and organize successfully to meet tight deadlines. His close attention to detail has resulted in meticulous and accurate work.

Jack was a great asset to this company and I highly recommend him for employment.

Should you require any further information please do not hesitate to contact me.

Thank you.

Your sincerely,

Quek Khee Hock
Director
Dext Pte Ltd
+65 65159932
rick@dext.world