

## **Pan Shangde**

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### **WORK EXPERIENCE**

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#### **Cloud Arcade Gaming Club - CTO, Bengbu, Anhui, China**

**Aug 2023 - Present**

- Leading a cross-functional technology team of 5 professionals, fostering collaboration and ensuring the seamless integration of technology solutions into the business operations.
- Overseeing the design, implementation, and maintenance of the store's technology infrastructure, serving hundreds of concurrent users and a variety of gaming consoles.
- Implementing state-of-the-art network systems, hardware upgrades, surveillance systems, and robust security measures to ensure the highest level of service and customer satisfaction.
- Introducing innovative gaming services and features, such as a loyalty program and personalized gaming recommendations, resulting in a 20% increase in customer engagement.

#### **Zhuhai Shangde Cloud Technology Co., Ltd - Founder And CEO, Zhuhai, Guangdong, China**

**Jun 2019 - Jan 2021**

- Managed IT project outsourcing, construction, and oversight services for a large industrial enterprise in Anhui Province, directing three projects, including information security enhancements and remote office solutions.
- Coordinating in company's strategic planning and layout, research IoT market and track the development trend, and empower traditional manufacturing enterprises to transform to intelligent manufacturing, resulting in cost savings of 20% and increased market competitiveness.

#### **Ping An Bank Co., Ltd - Technology Operator, Shenzhen, Guangdong, China**

**Jun 2022 - Aug 2022**

- Analysed SQL data for a database containing over 3600 employee records, generated reusable models, and delivered visual reports through the BDP platform.
- Implemented automated task reminder system using self-developed tool for the department, reduced unfinished work from 30% to 5%.
- Developed slides, videos, and documentation to support the smart office platform. These materials were instrumental in promoting the platform, resulting in a 50% increase in user adoption.

#### **Shenzhen Tencent Computer System Co., Ltd - Data Analyst, Shenzhen, Guangdong, China**

**Jul 2021 - Sep 2021**

- Monitored and analysed daily more than 100 games operation data and introduced five new games. Two of these games achieved significant scale, contributing to 60% of the revenue.
- Tested and analysed data through SQL and Python, conduct A/B tests, collect data and write optimization plans.
- Determined the root causes of CTR and CVR fluctuations by leverage user portraits and oCPA link conversion tracking models, resulting in a 10-30% reduction in CTR variability.

### **EDUCATION**

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#### **Nanyang Technological University, Singapore** **Master of Science (Information System)**

**Aug 2023 - Present**

#### **Macau University of Science and Technology, Macau** **Bachelor of Business Administration (Business Analytics)**

**Sep 2017 - Aug 2023**

#### **HIT Big Data And Business Analytics, Harbin, Heilongjiang, China**

**Aug 2019 - Aug 2019**

**Summer School Student Representative** (Big Data And Business Analytics)

Harbin Institute of Technology (HIT)

**Peking University, Beijing, China**

**Jun 2019 - Jul 2019**

**Summer School Student** (Bioinformatics)

Peking University

**LANGUAGE SKILLS**

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Chinese: Native

English: Proficient

**DIGITAL SKILLS**

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Software: Microsoft Office Suite (Word, PowerPoint, Excel and Outlook), Navicat, RDP, Putty, SVN

Programming Languages: Python, SQL, PHP

Maintenance and Monitoring of server system: Windows Server 2008, 2022 and Ubuntu

Virtualization: Vmware Workstation, Hyper-V and docker

Networking: ports, protocols, application acceleration and load balancing, Domain Name System (DNS), virtual private networks and their application to SaaS technologies, set-up and configuration of router, switch, NAS

Cloud Platforms: Google Cloud Platform, Amazon Web Services, Huawei Cloud and Tencent Cloud

**HONOURS AND AWARDS**

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Successful Participant in Mathematical Contest in Modeling (MCM), The Consortium for Mathematics and its Applications (COMAP), 2022.

Successful Participant in Mathematical Contest in Modeling (MCM). The Consortium for Mathematics and its Applications (COMAP), 2020.

National Second Prize of the China Undergraduate Mathematical Contest in Modelling (CUMCM), China Society for Industrial and Applied Mathematics (CSIAM), 2019.

First Prize of the China Undergraduate Mathematical Contest in Modelling (CUMCM), Macau Region, China Society for Industrial and Applied Mathematics (CSIAM), 2019.

Cultural and Academic Excellence Award, Macau University of Science and Technology, 2019.

Cultural and Academic Excellence Award. Macau University of Science and Technology, 2018.

First Prize in Macao Youth Leadership Creative Competition, Macau China Youth Innovation Promotion Association, 2018.

**CERTIFICATIONS**

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Google Analytics Advanced Certification

Google Digital Marketing Certification

Tencent Cloud Practitioner Certification

Tencent Marketing Solution Certification.

**NETWORKS AND MEMBERSHIPS**

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Student Member of IEEE.