

David S. Cheung

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OBJECTIVE

To seek a challenging job opportunity that can best utilize my diverse background, professional skills, and global experience to make an impact in the industry and inside the company.

EDUCATION

The University of Hong Kong and Columbia Business School Partnership Program

MBA (Expected Graduation in September, 2009)

- Business Networking and Communication Class Representative

The University of California at Berkeley

B.S. Mechanical Engineering (May, 2001)

- Vice President of the UC Berkeley Mechanical Engineering Honor Society (Pi Tau Sigma, Pi Omega Chapter)

WORK EXPERIENCES

CT Summation (Litigation Software and Service Company, a subsidiary of Wolters Kluwer) San Francisco, CA **Manager of Client Services (Mar 2008 to Jul 2008)**

- Managed and led the Client Services department in providing implementation, consulting, and training services to law firms and corporate law offices, using our company's suite of litigation solutions.
- Responsible for the department's budget planning, staffing, process development, revenue forecast, resource management, inter-departmental collaboration. Reported to and advised the Director on the department's well-being and direction. Responsible for the performance evaluation, counseling, and career development for each consultant.
- Helped increase and sustained the Client Services monthly revenue by 80% from the year before, by implementing an alternative pricing scheme, new service offerings, and incentives for consultants to keep better customer relationships.

Client Services Project Manager/Team Lead (Feb 2007 to Feb 2008)

- Led a team of 8 consultants, including 2 remote employees, and served as a Project Manager and team lead for all software implementation projects totaling of over \$900,000 of services provided in 2007.
- Interacted directly with Sales and prospect clients to close Service contracts and provided pre-sales technical assistance to the Sales team. Attended tradeshows and conferences to increase the department's exposure and publicity to our customers.
- Managed all aspects of each service projects from the pre-sale phase till project completion. Engaged activities include pre-sales assistance, product demos, cost estimates, finalize service proposals, contract negotiation, initial project planning, technical resource allocation, project schedule management, client satisfaction management, and project acceptance.
- Acted as the technical lead and represented the Client Services department in Triage and Product Stakeholders meetings with the Product Management and Product Development team. Provided feedback to assist with the product development cycle.

Software Implementation Consultant (Nov 2005 to Feb 2007)

- Engaged in more than 15 enterprise-class implementation projects, from beginning to end, with various types of law firms and corporations, and worked directly with IT managers, litigation staff, and lawyers to ensure a successful deployment.
- Provided innovative solutions to assist users with daily litigation tasks such as efficient coding strategies, batch loading and indexing of electronic evidence, custom SQL scripting, and workflow improvement.
- Provided extensive administrator and end-user training to clients with different level of skill sets and knowledge.
- Engaged in large-scaled data migration and data repair projects, and developed custom SQL scripts to accurately capture and transfer the data into our product. Also, performed various data manipulation processes to ensure data consistency.

Senior Customer Support Engineer (Oct 2004 to Nov 2005)

- Supported a customer base of 50,000 law firms and corporate legal departments on a suite of litigation software that provides electronic discovery and document management capabilities, and a global evidence repository for attorneys, paralegals, and court reporters. Assisted lower tier support associates with advance technical issues, provided precise troubleshooting steps for common issues, and took ownership of difficult tickets until the issues were fully resolved.

Sellingeasier, Inc. (E-commerce Service Start-up Company) Santa Clara, CA **Co-Owner/Senior E-commerce Analyst (March 2004 to October 2004)**

- Implemented an ecommerce system for a client (small-size hobby shop), bringing in US\$150,000 of revenue in 6 months.
- Managed and maintained the company's IT infrastructure and database server
- Provided technical advisory and conducted feasibility studies for various small-size local companies in the Silicon Valley.

Jakes Associates, Inc. (Transit Technologies Consulting Company) San Jose, CA **Consultant (October 2001 to March 2004)**

- Participated in the feasibility study and impact analysis of a People Mover system for the Hong Kong International Airport.
- Assisted in the initial design, procurement planning, project management, and environmental impact analysis for the Oakland International Airport on an airport transit connector with the Bay Area Rapid Transit (BART) system.
- Designed and conducted various computer simulations for a US\$20 million tram project for the Bellagio Hotel in Las Vegas
- Developed acceptance testing plans for a US\$300 million light rail vehicle project for the Santa Clara Valley Transportation Authority. Conducted pre-delivery inspections, as well as overseeing the entire vehicle delivery process.
- Assisted the U.S. National Park Service with a US\$15 million, advance hybrid-electric bus fleet procurement and consulted on the technical specification for major subsystems including the implementation of state-of-the-art IT technologies (such as GPS, computer-based automatic passenger counter, on-board computerized diagnostic systems).

SKILLS & CERTIFICATIONS

- **Computer Skills:** Microsoft Windows, Mac, Word, Excel, PowerPoint, T-SQL, PHP, HTML,
- **Certifications:** Microsoft Certified IT Specialist in SQL Database (MCITS), Database Administrator (MCDBA), and Engineer (MCSE)
- **Language:** Fluent in English, Cantonese, and Mandarin Chinese (Verbal and Written)