

KWOK Ho Yin, Carson

Senior Systems Engineer | AI & Automation Engineering

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PROFESSIONAL SUMMARY

Senior Systems Engineer with 6+ years in enterprise IT, promoted in April 2026 to focus on AI agents and intelligent automation for a multi-entity group of over 700 office users across eight countries. Every conversational agent and automation pipeline in the group's portfolio is my own build — on Microsoft Copilot Studio, Amazon Quick, UiPath, Power Automate and Python — and the largest puts around 65% of 200,000 B2B sales orders a year into SAP with no manual re-keying. I continue to own the identity, security, backup and infrastructure estate underneath, now as design authority and reviewer. Four years supporting SFC-regulated trading floors in Hong Kong before that, and I build production systems end to end in React and TypeScript.

CORE TECHNOLOGIES

- AI & Automation** Microsoft Copilot Studio and agent flows, Copilot Cowork skills, Power Automate, M365 Copilot, Amazon Quick, UiPath RPA and Document Understanding, Nanonets OCR, Apify API, EmailXpenC, Python.
- Identity & Security** Active Directory, Microsoft 365, Entra ID SSO, SSPR and MFA, Delinea PAM, Palo Alto Cortex XDR, Cisco Secure Email, Barracuda Sentinel, FortiGate, pfSense.
- Infrastructure** VMware, Nutanix, Horizon VDI, Hyper-V, Windows Server, Veeam Backup & Replication, Veeam Data Cloud, AWS S3, Linux, Azure.
- Business Systems & ITSM** SAP ERP, SAP Concur, IBM Cognos, IBM Notes, SharePoint, Exchange, Shopify, DocuSign, Jira Service Management, OTRS, Lansweeper.
- Trading Platforms** Hundsun Ayers Technologies, iAsia Online Systems, Interactive Brokers, ET Trade / SpeedStation Plus, MWS, AFE, Infocast, ETnet.
- Development & Reporting** Python, SQL, TypeScript, React, Node.js, PHP, HTML and CSS, Git, Power BI, Grafana, Apache Guacamole.

PROFESSIONAL EXPERIENCE

GP Batteries International Limited Hong Kong Jun 2024 – Present
Senior Systems Engineer — AI & Automation | Infrastructure | RPA | SAP Apr 2026 – Present

- Build and run the group's AI agent and RPA programme end to end, from discovery with the business through solution design, build, security review, rollout and tuning, as part of the group's AI & Automation team.
- Every conversational agent in the group's portfolio is my own build, on Microsoft Copilot Studio and Amazon Quick, delivered into Microsoft Teams and M365 Copilot for HR, IT, Finance, Sales, Procurement and senior management.
- Every unattended automation pipeline is likewise mine, on UiPath, Power Automate, Copilot Studio agent flows and Python, connected to SAP, SharePoint, Concur, Exchange and external APIs such as Apify so an agent can act on a request rather than only answer it.
- Choose the platform for each use case, weighing data location, licence cost, volume and maintenance, then monitor live runs and tune from feedback.
- Set technical standards and escalation thresholds for IT Support, chair service review over 200+ tickets a month, track the outsourced desk against SLA, and act as design authority on changes to group systems.
- Govern identity, security, backup and infrastructure for over 700 users across eight countries: Active Directory, Microsoft 365, Entra ID SSO, Delinea PAM, Palo Alto Cortex XDR, Cisco Secure Email, FortiGate, Veeam, VMware and Nutanix.
- Drive adoption with user guides, training and demo sessions, one-to-one key-user follow-up and launch announcements to Office-licensed staff, and evaluate enterprise AI tooling for the IT Director's approval.

Key projects

- Zero-touch SAP sales orders — SharePoint intake, Nanonets OCR and a UiPath robot writing into SAP; around 65% of 200,000 B2B orders a year now run without manual re-keying, sequenced by order count rather than order value on a priority set by the IT Global Director.
- Marketplace listening and Voice of Customer reports — a Copilot Studio agent flow calls the Apify API to collect reviews and ratings from 12+ marketplaces and social platforms, and a second agent turns them into board-level PDF reports; several runs a month, 30+ products per report.
- Concur expense and purchase-request agents — Copilot Studio with Copilot Cowork skills turns a trip's receipts into a reviewed Excel and submits it to Concur through EmailXpenC, and builds purchase requests from quotations; used by senior management and their secretaries.
- HR and IT help-desk agents — leave requests and 50+ HR policy questions a month handled in Microsoft Teams, and 20–40 repeat IT tickets a month deflected before the service desk.
- CV screening agent — reads a round of 80–200 applications and returns a ranked shortlist with its reasoning.
- Dormant-account sweep — daily Python reconciliation across Active Directory, Microsoft 365, SAP, MFG Pro, IBM Cognos, Copilot and Power BI licensing; around 100 entitlements reclaimed on the first run.

Systems Engineer — Infrastructure & Security | ITSM | Identity & Access Jun 2024 – Apr 2026

- Directed daily IT operations for around 300 Hong Kong users across multiple group entities, coordinating with in-house IT teams in China, Singapore, Malaysia and Vietnam to keep SOPs, access-approval flows and project rollouts aligned.
- Oversaw a three-person outsourced remote service desk and one on-site engineer — weekly ticket review, SLA and performance tracking, and the escalation point — across OTRS and Jira queues averaging 200+ tickets a month.
- Administered Active Directory, Microsoft 365 and core business system accounts and licences under least-privilege, approval-based access, and owned joiner-mover-leaver end to end from provisioning and laptop build to licence reclamation, sign-in blocking and asset recovery on exit.
- Established an audit-ready control chain in which every account, mailbox, VPN and system-access change was raised in Jira with written line-manager approval, and managed privileged accounts through Delinea PAM.
- Ran endpoint and email security on Palo Alto Cortex XDR and Cisco Secure Email: application allow and deny controls, agent upgrades, phishing quarantine decisions and post-delivery recall through Barracuda Sentinel.

- Maintained FortiGate firewalls with scheduled configuration backups, controlled patching and pre-change snapshots as standard rollback protection.
- Operated Veeam backup across VMs, servers, file servers, endpoints and SaaS with daily monitoring, file-level restores and AWS S3 replication, and supported VMware, Nutanix and Horizon VDI.
- Owned day-to-day administration of SAP ERP, SAP Concur, IBM Cognos, IBM Notes, Shopify and DocuSign, and built the group IT knowledge base from the ground up.

Group-wide rollouts

- Led the OTRS to Jira Service Management migration — request types, multi-level approval workflows, dual-audience operating guides and a global adoption campaign.
- Group-wide USB device control on Cortex XDR — phased rollout with a manager-approved exemption workflow, closing a data-exfiltration vector without disrupting operations.
- Company-wide SSPR and MFA deployment — cut password-reset ticket volume and removed after-hours reset dependency.
- VPN modernisation from FortiToken to Entra ID SSO — role-based entitlement through per-service Entra security groups.
- Backup consolidation from Druva to Veeam Data Cloud — full coverage retained, a substantial cost uplift avoided, estate unified on one platform.

Winbull Securities International (Hong Kong) Limited

Hong Kong · SFC Type 1, 4, 9 Jun 2023 – May 2024

IT Officer — Trading & Settlement Systems | Infrastructure & Security

- Held the Hong Kong administrative rights over a stock trading app's back office, granting and controlling access for the mainland China development team and for staff, and acting as the link between that team and external trading system vendors.
- Kept the app's front end and back office running, resolving stock pricing errors, data inconsistencies and missing transactions through rapid response and recovery.
- Wrote SQL to manipulate and retrieve data, and created and maintained database schemas, tables, views and other database objects.
- Designed data modelling, transformation and analytics delivered as Grafana reports and dashboards tracking customer financial status and market trends.
- Delivered IT projects end to end: vendor contract negotiation, document backup deployment, firewall updates and maintenance, and server migration and virtualisation including P2V of the Veeam backup server.
- Ran system administration across physical and virtual Windows servers, the VMware environment, Veeam backup and the Active Directory domain: setup and configuration, software installation, patching, monitoring and health checks.
- Owned data security and user authentication: organisation-wide MFA, VPN setup, and the full Microsoft 365 authentication rollout with Lark suite configuration.
- Built the internal tooling — Grafana for reporting, an Apache Guacamole jump host standardising secure VPN and RDP access for Windows and macOS endpoints, and a Homarr dashboard for centralised service routing.

Systems Hundsun Ayers Technologies (stock and futures front office, and back-office settlement); Interactive Brokers (US stock and futures); ETnet quote system; pfSense, VMware, Veeam, Lark.

Get Nice Securities Limited

Hong Kong · SFC Type 1, 2, 4, 5, 6, 9 Nov 2020 – Mar 2023

IT Support — Trading & Settlement Systems | Market Data & End-User Support

- Provided technical support to end users on front and back office trading systems, following issues through to resolution and liaising with vendors.
- Managed mobile app UAT — bug identification, reproduction and supplier communication.
- Handled real-time and delayed market data, covering subscription management and monthly reporting and analysis.
- Assisted administration of routers, switches, NAS, Hyper-V configuration and Active Directory Domain Services.
- Supported trading workstation builds — PCs, printers, KVM switches, time-stamp machines, trading software and Microsoft Office — owned hardware and software inventory, and ran health checks on the trading voice recording system and company website.
- Contributed to the IT office relocation plan so infrastructure could be restored quickly post-move, and helped build a dedicated Windows Server for the iAsia trading system.

Systems iAsia Online Systems (stock and futures front office); ET Trade SpeedStation Plus (futures front office); ET Trade (back-office settlement); MWS (Hong Kong stock trading). Quote systems: Infocast, ET Trade, AFE, ETnet.

SELECTED PROJECTS

Marathon Sports POS — Shop Management System *final year project, live demo available*

- Role-based back office for sales, stock, branches, orders and accounts plus a customer self-service kiosk. React 18 and TypeScript on Vite with Material UI; a Python 3.11 Flask API on AWS Lambda through AWS SAM; a TypeScript port on Netlify Functions over Turso for the cloud build, held to identical responses by an automated parity suite.

Marathon Inventory — Stock Tracking System

- Write-once movement ledger stamped with user and timestamp, printable QR labels read by a ZXing camera scanner, per-location scoping, role-based access and audit log. React 18 and TypeScript on Vite with Tailwind CSS and Radix UI, TanStack Query, Zod; API on Netlify Functions over Turso. Covered by Vitest and 15 Playwright end-to-end specs including an axe-core accessibility pass.

Further projects — AI agents, RPA pipelines, Power BI case studies and web platforms — at carsonkhy.com

EDUCATION

BSc (Hons) Information Technology for Business — Coventry University, graduated 2025

Higher Diploma in Corporate Administration — Hong Kong Institute of Vocational Education (IVE), 2016–2019

IT Internship — Hospital Authority, IT & Health Informatics Division, 2017: hardware diagnostics, health checks and asset inventory across public hospital networks.

CERTIFICATIONS

Verified Gemini Certified Educator (Google); IBM fundamentals in Artificial Intelligence, Cloud Computing, Cybersecurity and Information Technology; Web Application & Database Development for Business (City University of Hong Kong).

In progress Cisco Certified Network Associate (CCNA); Certified Information Systems Auditor (CISA, ISACA).

Additional Valid Hong Kong driver's licence (Transport Department, HKSAR).