

King To (Toby) Chung

Toronto, ON | 437-860-0852 | chungkingtoby@gmail.com | Available with 1 month's notice. | [LinkedIn](#) |

[Portfolio](#)

Professional Summary

Technical Business Analyst with experience translating frontline and customer needs into requirements, workflows, UAT, KPI reporting, and process improvements across property operations, e-commerce, and automation projects. Combines stakeholder-facing analysis with hands-on Power BI, SQL, Python, and AI prototyping to validate practical solutions, improve data quality and efficiency, and support business decision-making.

Professional Experience

KW Living Realty

Apr 2026 - Present

Document Digitization Project Team Lead (Contract)

Toronto, ON

- Coordinate document digitization delivery, gather operational requirements, and translate frontline workflows into standardized processes and measurable targets.
- Define KPIs, analyze performance trends, validate data quality, and report project risks and progress to management.
- Map scanning and indexing workflows and define QA requirements to improve process consistency, document accuracy, and data integrity.
- Design statistical sampling and quality-control procedures to validate completeness and indexing consistency against project requirements.
- Partner with cross-functional stakeholders to clarify requirements, resolve operational issues, and implement workflow improvements.
- Built a Python sampling-verification tool that increased inspection efficiency by 300% and strengthened KPI-driven quality reporting.

Eastfair Restaurant Equipment & Supplies

Jun 2025 - Mar 2026

Online / Indoor Sales Coordinator

Toronto, ON

- Gathered customer and business requirements for quotations, technical consultations, and solution recommendations, defining needs, constraints, and acceptance criteria.
- Liaised between customers, sales, operations, and developers to translate business needs into actionable e-commerce and system requirements.
- Supported e-commerce enhancements through data analysis, data maintenance, UAT, defect validation, and functional verification.
- Assessed platform capabilities against customer needs, identified process and system gaps, and recommended practical solution options.
- Maintained 100% customer satisfaction with zero complaints or refunds through clear requirements, solution alignment, and issue resolution.
- Automated data extraction and reporting to improve efficiency by 800%; supported a redesign that raised website sessions by 83% and conversion by 63%.

PROJECTS

AI Invoice Processing & Business Process Automation Solution

2026

Toronto

- Analyzed invoice-processing needs for a GTA property management company with 200+ properties and translated manual workflows into functional requirements.
- Defined business rules and acceptance criteria for validation, confidence scoring, exception handling, manual review, and standardized outputs.
- Translated manual invoice handling into a future-state workflow combining AI extraction, validation, confidence scoring, exception handling, and human review to improve control and operational usability.
- Built a working prototype using Next.js, React, TypeScript, Firebase, and OpenAI API to demonstrate solution feasibility; used modular processing and automation to improve extraction accuracy and reduce API costs.

- Developed an automated invoice-processing solution that reduced manual effort and improved consistency, data quality, and operational efficiency while maintaining reliability and cost-effective deployment.

Vibration Analytics on Smart Facilities – Sea Water Supply System

2024

Hong Kong

- Contributed to a collaborative smart-facilities analytics project with the Electrical and Mechanical Services Department (EMSD), Hong Kong Government, focusing on solution design and validation.
- Translated facility-monitoring needs into KPI dashboards and near-real-time reporting using MySQL and Power BI, improving visibility into operating conditions and performance trends.
- Developed predictive-maintenance analytics using Adaptive Baseline Learning, semi-supervised anomaly detection, and online model updates to identify abnormal vibration patterns and support maintenance decisions.
- Supported validation of a scalable analytics proof of concept considered for organizational adoption and translated machine-learning outputs into KPI-driven business insights for operational decision-making and stakeholder evaluation.

Skills

Business & Data Analysis: Power BI, SQL, MySQL, Data Analysis, ETL, Data Validation, Dashboard Development, JSON Schema

Automation & Prototyping: Python, OpenAI API, n8n, Document Intelligence, Multimodal LLMs, Next.js, TypeScript, Firebase

Additional Tools: JavaScript, PowerShell, Model Context Protocol (MCP), Batch Processing

EDUCATION

George Brown College

Postgraduate Certificate, Analytics for Business Decision Making

Jun 2025

Toronto, ON

• **GPA:** 3.9

Hong Kong Baptist University

Bachelor of Science, Business Computing & Data Analytics

Jul 2024

Hong Kong

• **Achievements:** Second Class (Division I) Honours