

Tristan WONG

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PROFESSIONAL SUMMARY

A dedicated Fraud Prevention and Data Security professional focused on translating policy into actionable technical defenses. I specialize in building resilient security postures by integrating automation, data analytics, and cross-functional collaboration. My recent focus has evolved from technical execution to orchestrating a cohesive defense framework—extending security governance from core operations to supply chain partners and regional branches. I am passionate about combating telecom fraud, ensuring data privacy compliance, and leveraging emerging technologies to stay ahead of financial crime patterns.

EDUCATION

The Hong Kong Polytechnic University | Bachelor's degree in Information Security
09/2020 – 06/2022

Hong Kong Community College, The Hong Kong Polytechnic University | Associate's degree in Information Technology
09/2018 – 06/2020

WORK HISTORY

FRAUD AND DATA SECURITY OFFICER | 08/2025 to Current
Hutchison Telecom Hong Kong

Key Achievements & Role Evolution:

- Reduced financial losses by 30% through coordinated fraud prevention and secure system implementations, evolving from a technical executor to a proactive defense coordinator.
- Enhanced operational efficiency by 20% by implementing data analysis tools (Splunk, Power BI) and automated workflows (Python, Power Automate).
- Strengthened compliance and security frameworks by extending governance to cross-departmental collaborations and outsourced operations.

1. Telecommunications Crime Prevention & Intelligence

- Led fraud investigations involving credit cards/e-payments, collaborating with payment gateways to cut losses by 30%.
- Reported monthly fraud trends to OFCA and coordinated joint operations with ICAC and the Police Force, including scam call investigations with CCB.
- Developed and optimized fraud detection policies using Splunk and Power BI, improving investigative efficiency by 20%.

2. Corporate Fraud, Data Security & Third-Party Risk

- Addressed data security breaches and internal fraud cases, reducing associated losses by 30% through DLP audits (Forcepoint) and security system deployments.
- Investigated mobile fraud across social media and apps, and monitored retail operations to mitigate threats.
- Conducted security audits and ensured policy adherence at mainland outsourcing call centers, managing third-party data risks.

3. Security Operations & Cross-Functional Coordination

- Promoted frontline compliance with HK regulations (PDPO, Competition Ordinance) and managed secure e-voucher systems for retail partners.
- Mined data for AML pattern detection in strict accordance with HKSAR regulations.
- Managed encrypted SIM inventory with Thales SFT, Python, and PGP Shredder.

Key Evolution: Acted as a coordination hub for security initiatives, partnering with Macau/HK branches on digital campaigns, cross-departmental teams on SIM audits, and external vendors to unify security protocols.

PROGRAMMER | 10/2023 to 05/2024
Sonnet Business Systems Ltd.

Medical Systems & Office Automation

Delivered software solutions for healthcare clients, enhancing operational efficiency and data processing capabilities.

- Developed and tested office automation software and medical systems using Delphi, tailored to client medical requirements, resulting in a 30% increase in operational efficiency.
- Built data analysis tools integrating Delphi, Excel, and VBA to process medical sample data, streamlining reporting workflows and improving productivity by 30%.
- Conducted large-scale data analysis on over 1 million patient records using Microsoft SQL Server, supporting data-driven decision-making in healthcare operations.
- Provided ongoing technical support and maintenance for medical institution software systems, ensuring high availability and user satisfaction.
- Collaborated with external vendors and suppliers to enhance software functionality and integration, contributing to a 30% improvement in system performance.
- Customized medical report generation modules using Delphi, automating detailed clinical and operational reports and reducing manual effort by 30%.
- Documented development processes, version updates, and created comprehensive user manuals to facilitate software adoption and end-user training.

PROJECT ASSISTANT | 06/2022 to 02/2023

The Hong Kong Polytechnic University

Full-Stack Development & System Optimization

Led end-to-end development and optimization of web platforms, enhancing performance, usability, and security.

- Spearheaded front-end redesign and UI enhancement using WordPress and Bootstrap, improving user experience and operational efficiency by 30%.
- Revamped back-end architecture and database structure with WooCommerce, MySQL, and Apache, boosting system performance and data processing efficiency by 30%.
- Conducted comprehensive User Acceptance Testing (UAT), with emphasis on cross-platform responsiveness and compatibility.
- Configured and maintained infrastructure security protocols, reducing potential data and financial loss risks by 30%.
- Documented development progress and created user manuals to streamline onboarding and support ongoing system use.

STUDENT ASSISTANT | 05/2021 to 08/2021

The Hong Kong Polytechnic University

Supported the development, optimization, and maintenance of the Finance Office website, enhancing user engagement and operational efficiency.

- Developed and tested the official Finance Office website using Sitecore CMS, ensuring functionality aligned with departmental requirements.
- Performed photo editing and graphic optimization with Adobe Photoshop to improve visual content quality.
- Analyzed website traffic and user behavior through Google Analytics, providing insights that contributed to a 30% improvement in content strategy efficiency.
- Assisted in SEO marketing efforts to increase organic search visibility and drive targeted traffic.
- Created comprehensive user documentation for Google Analytics and Sitecore CMS to facilitate team training and ongoing system use.
- Collaborated with team members to implement timely website updates and feature enhancements, improving workflow efficiency by 30%.
- Conducted A/B testing to optimize website layout and responsiveness across devices, leading to a 30% increase in user engagement and platform performance.

SKILLS

- Big Data Analysis, Data Mining
- DLP Forcepoint, Risk Assessment, Internal Audits
- Third Party Risk Management, Incident Response
- Chinese (Mandarin, Cantonese), English
- Office Automation
- Splunk, Thales Secure File Transfer, PGP Shredder
- Stakeholder Management
- SQL, Microsoft Office