

Justin Cheng

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EDUCATION

The Hong Kong University of Science and Technology (HKUST) **Sep. 2018 – Jun. 2022**

Bachelor of Engineering, Major in Aerospace Engineering

Honors: Second class, upper division

Relevant Coursework: Aerodynamics, Propulsion, Structural Mechanics, Computational Fluid Dynamics

Lillian Osborne High School Edmonton (Edmonton, Canada) **Sep. 2015 – Jun. 2018**

Achieved Alberta High School Diploma

WORK & INTERNSHIP EXPERIENCE

AI Data Annotator STEM, Cohere **Feb. 2025 – Present**

- Worked with large structured datasets, performing data validation, quality checks, and consistency reviews to support machine-learning model training.
- Applied analytical judgment to assess data accuracy against defined criteria and flag anomalies or edge cases.
- Identified workflow improvements and contributed to process optimization, supporting efficiency and repeatability.
- Collaborated with cross-functional teams in a virtual environment, documenting findings and communicating results clearly.

Small Business Banking Specialist, TD **Nov. 2024 – Apr. 2025**

- Managed customer accounts and tracked multiple applications, cases, and tickets within internal banking systems.
- Assisted clients through business lifecycle stages, providing solutions while ensuring compliance with policies and regulations.
- Analyzed client needs and recommended financial solutions with an emphasis on clarity and process efficiency.
- Coordinated day-to-day transactions, issue resolution, and escalations, maintaining accurate case documentation.

Trilingual Customer Service Representative, Nordia Inc. **May 2023 – Mar. 2024**

- Delivered client support for Bell and Virgin Mobile customers via phone, email, and chat in English, Cantonese, and Mandarin.
- Tracked and monitored ticket status and case resolutions, escalating complex issues to technical teams while maintaining clear customer communication.
- Maintained accuracy and efficiency under high-volume, time-sensitive conditions.

Assistant technician [CSSYSTEM Group], HKUST

Aug. 2021 – Jan. 2022

- Provided technical and administrative support for laboratory operations and office coordination.
- Managed documentation, invoices, and service requests, ensuring smooth team communication and workflow.
- Assisted in planning and setting up new postgraduate computer labs, considering operational efficiency.

RELEVANT ACADEMIC EXPERIENCE

Engineering Project Assistant, Aerodynamics & Acoustics Facility(AAF) – HKUST
Wind Tunnel Test Optimization for Le Mans Prototype **Sept. 2021 – Jun. 2022**

- Improved experimental accuracy of low-speed wind tunnel test for LMP1 racing by 3%.
- Conducted simulation and modelling using MATLAB, OpenFOAM, SolidWorks, and AutoCAD to assess design alternatives and performance impacts.
- Manufactured and assembled designed prototype on airflow controlling devices utilizing hand and power tools, 3D printing, woodworking, and CNC technology.
- Interpreted experimental and simulation results and translated findings into technical reports and presentations for supervisors and stakeholders.
- Managed and allocated project budget of over 10k HKD.
- Assisted in defining spatial and operational requirements for test setups, considering equipment layout, access, and workflow efficiency.
- Coordinated weekly meetings, recorded minutes, and supported project planning and budget tracking

Acoustics Research Assistant, AAF – HKUST

Sept. 2021 – Jan. 2022

- Conducted research-based experiments, collecting and analyzing acoustic data to evaluate material performance.
- Applied numerical modelling in MATLAB to study accuracy and stability of computational simulations, comparing results against analytical solutions.
- Produced structured technical reports explaining methodology, assumptions, results, and limitations.

SKILLS

Analysis & Modelling: MATLAB & Simulink, OpenFOAM, XFLR5

Design & Visualization: SolidWorks, AutoCAD, Autodesk tools, Revit (basic)

Data & Productivity: Advanced Microsoft Excel, Word, PowerPoint, Ticket/Case Tracking Systems

Hands-On: CNC (laser, mill, lathe), prototyping, hand & power tools

Languages: Fluent in English, Cantonese, Mandarin

Customer Service: Case/ticket tracking, escalation management, client communication