

IVAN LAM

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Eligible Holder of Open Work Permit | Immediately Available

PROFILE

Experienced real estate professional with over three years of expertise in property valuation, financial analysis, and data management. Skilled in analyzing property assessments, applying complex rules to data processing, and ensuring accuracy in numerical data. Proficient in using MS-Excel and MS-Word for data entry and reporting. Strong problem-solving abilities, attention to detail, and communication skills, with a commitment to delivering high-quality service to stakeholders. Fluent in English, Mandarin, and Cantonese. Currently progressing towards the designation in the Appraisal Institute of Canada.

KEY SKILLS

- **Financial Analysis & Modeling:** Proficient in analyzing financial data and developing detailed financial models, including NPV, DCF, and IRR, to forecast investment performance and support key decision-making.
- **Property Valuation:** Expertise in assessing the market value of various properties, utilizing methodologies such as comparison, investment, residual, profits, and cost-based approaches.
- **Market Research:** Conducted market study with the ability to stratify and analyze large data sets, identify performance trends, and develop meaningful insights.
- **Data & Research Analysis:** Strong ability to analyze and interpret complex data for informed decision-making.
- **Report Writing:** Experienced in drafting comprehensive and accurate valuation reports.
- **Client Relations & Communication:** Effective communicator with excellent customer service skills, capable of addressing inquiries and resolving concerns promptly.
- **Attention to Detail & Time Management:** Detail-oriented with exceptional time management skills, ensuring accuracy and efficiency in all tasks.
- **Team Collaboration:** Strong team player with proven ability to work collaboratively.
- **Software Proficiency:** Advanced proficiency in Microsoft Office Suite (Excel, Word, PowerPoint) and Argus Enterprise for financial analysis and property valuation.
- **Multilingual Skills:** Fluent in English, Cantonese, and Mandarin, enabling effective communication in diverse settings.

PROFESSIONAL DEVELOPMENT

Student Member of Appraisal Institute of Canada (AIC), Student Member No.: 919756

Completed Courses: *Busi 100; Busi 101; Busi 330; Busi 331; Busi 400; Busi 401; Busi 445; Certificate of Professional Practice Seminar; and AIC 101.*

PROFESSIONAL EXPERIENCE

Sales Executive, Rogers, Am-Call Wireless, Toronto, ON

Nov 2024 - Present

- Engaged with customers to provide personalized service, assessed their needs, and recommended products and solutions to enhance their experience.
- Actively promoted Rogers and Fido services, including wireless plans, internet packages, and the Rogers Mastercard, contributing to sales targets and brand loyalty.
- Maintained ongoing relationships with customers, reaching out through personalized communication, including calls and text messages, to encourage repeat business and satisfaction.
- Consistently met or exceeded monthly sales targets by leveraging product knowledge and implementing effective sales strategies in a fast-paced environment.

Property Officer (Appraisal), Lands Department, Hong Kong Government

Nov 2021 - May 2024

- Prepared appraisal reports (purpose for property taxes and rental value) for various property adjustments, assessing open market rental values including residential real estate, gardens, and shipyards.
- Researched and analyzed property transaction records, market research, and operating statements to determine feasibility and accurate valuations.
- Conducted property inspections, documenting property conditions for rent review exercises, and producing detailed inspection reports.

- Coordinated with tenants and engineers, reviewing building plan submissions, and preparing comprehensive building plan reports.
- Delivered exceptional customer service by promptly addressing inquiries and resolving concerns.

Appraisal Officer, Rating And Valuation Department, Hong Kong Government Oct 2020 - Oct 2021

- Prepared appraisal reports for residential and retail shops, ensuring timely submission for statutory requirements and team objectives.
- Conducted market research to estimate property taxes.
- Performed on-site property inspection to establish property values.
- Addressed assessment appeal inquiries, providing clear explanations and solutions to stakeholders.

Property Valuer, C S Surveyors Ltd, Hong Kong Aug 2020 - Oct 2020

- Prepared appraisal reports for the residential property, office and retail.
- Provided verbal valuation and coordinated with mortgage team of banks.

EDUCATION

Designation of AIC, University of British Columbia Jan 2024 - Present

BSc (Hons) Real Estate Management, University College of Estate Management Sep 2021 - Jan 2024

Summary: *Five Valuation Methods (comparison, investment, residual, profits, and cost-based); Valuation model techniques (NPV, DCF and IRR); and Investment Appraisal and Portfolio Management.*
