Ke-Cheng Hsu (Clio)
Ph.D. Candidate, Department of Economics, The Hong Kong University of Science and Technology (HKUST)
(852) 6840 9753 | khsu@connect.ust.hk
cliohsu1997.github.io | github.com/cliohsu1997

November 10, 2026

Hiring Team
The Hong Kong Jockey Club — People & OD
Re: Management Trainee Programme 2027

Dear Hiring Team,

I am applying for the 2027 Management Trainee Programme, with Customer and Product Development as my preferred function and Membership and Customer Excellence second. I am a Ph.D. candidate in Economics at HKUST, expected to graduate in June 2027, with an MPhil in Economics and a BSc in Mathematics and Economics from the same university, where I graduated first in class (CGA 3.9/4.3; Academic Achievement Medal, top 1%). I am a Hong Kong permanent resident, a native Mandarin speaker, fluent in English, and communicative in Cantonese. The Club looks for people who learn fast, solve problems, lead, and communicate. These are the parts of my work I rely on most.

On learning and problem-solving. My research uses data to inform a decision a business faces. For an online apparel seller on Taobao, the decision was how lenient the return policy should be. A lenient policy, where the seller pays the return shipping fee, brings more sales but also more returns. A strict one, where the buyer pays, does the opposite. I cleaned and prepared the data in R and estimated which policy works better. Covering the fee suits a high-margin category such as tops. Letting each buyer pay suits a thin-margin one such as a basic T-shirt, where doing so improves welfare by about 50 percentage points. I then proposed a third option, a menu that lets the buyer choose between a lower price with a partial restocking fee and a full price with a full refund. This new policy beats both, reaching about 75 percent of the best attainable outcome in most categories. A back-of-envelope calculation suggests it could improve the seller's profit by about 5 million RMB. The same approach answers what a product team asks before a launch: how much the new product would sell, how much it would contribute to profit, and whether it would cannibalize sales of existing products. It can also show whether a policy raises profit without leaving some customers worse off, the key trade-off the Jockey Club faces. I work in Python, R, and C++, use AI for data management, coding, and generating weekly reports, and check the data before I trust a number.

On leadership and communication. As Hall Tutor at UG Hall I, I helped residents work through conflicts. As Teaching Assistant Coordinator for the Business School in 2025–2026, I evaluated teaching assistants' practice teaching, gave feedback on what to change, and helped them improve. My own teaching is rated by students at the end of each course. Students gave me 4.53 out of 5 for lecturing the MSc Math Camp, and an average of 4.72 out of 5 across the five courses I taught as a teaching assistant. That is the score students give for how clearly the material is explained.

That is what I would like to bring to the Club's rotations and stretch projects. My CV is attached. Thank you for reading.

Sincerely,

Ke-Cheng Hsu (Clio)