



CREDENCE, POWERED  
BY TELEKOM MALAYSIA



# SYSTEM DEVELOPMENT @CREDENCE

INDUSTRIAL TALK 2

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TECHNOLOGY AND INFORMATION SYSTEM  
ASSIGNMENT 3 REPORT

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Speaker : Qistina Azman

# Analytics Delivery, AI Operation



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## Journey Career In Analytics Industry

- Industrial Training as Social Media Data Analyst at TMONE [2019-2020]
- Graduated in Bachelor of Computer Science (Data Engineering) [2016-2020]
- Social Media Data Analyst & Data Engineer at TMONE [2020-2022]
- Analytics Delivery, AI Operation at Credence [2022-now]

## About Company

Credence is a company that born to focus on growth of cloud and analytics. It is a service based company that gather experts to perform tasks for customers from various field. Position that offered by Credence in analytics are business analyst, data analyst, data architect, data engineer, data scientist and BI developer. Culture that currently being applied in Credence are seems to be very comfortable and flexible. Firstly, Ms Qistina has mentioned about the possibility to be known within all department as it is only a small company. Moreover, the most valuable culture according to the speaker is the company provide free courses and certifications to encourage continuous learning and development. Furthermore, in terms of empowerment and autonomy, Credence normalize a full trust on a person who have potential and confidence to lead their own project. Lastly, they have celebration of success such as giving bonus to performed staff.

## Technology and Tool Use

### Database/OLAP

- PostgreSQL
- ClickHouse
- Druid



### Visualization Tools

- Tableau
- PowerBI
- Metabase
- Superset



### ETL/ELT

- Airflow
- Spark



### Programming Language

- SQL
- Python
- Bash Syntax



Speaker : Qistina Azman

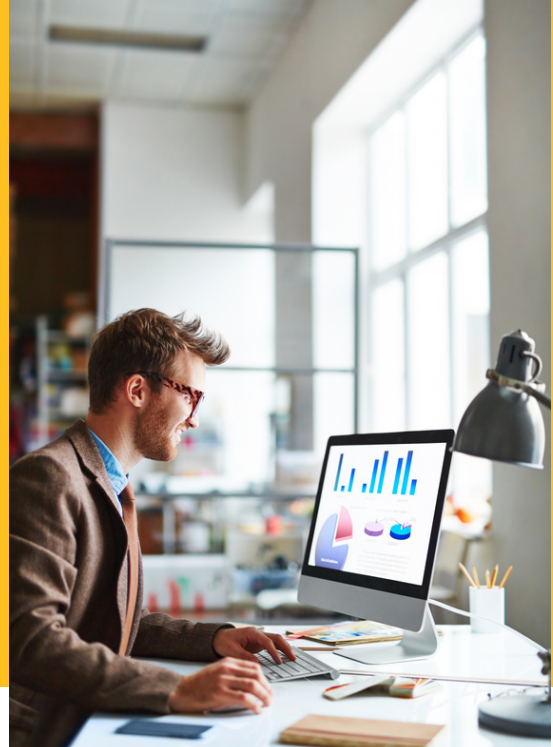
# Analytics System Development

## Description of System Development (Analytics)

Analytics is a process of analysing data to produce an insightful conclusions and identify the most wise decision. Analytics also involve the process of examining a huge scale of data to find patterns, trends, correlations and many more important facts. This method have benefit a lot of sectors such as business, finance, healthcare, sports and transportation.

## Fundamental of analytics

The fundamental of analytics are having data like structured data or external data from open source such as MAMPU. Data collected like weather and algorithms of social media will be extracted and transformed to desired data only, to continue to the next process which is analytic and modelling. The data obtained will be analysed to produced important facts and prediction. Next, it will be prepared to a meaningful visualization formed so that it can be read easily and understand by everyone. Lastly, there will be an insights based on the visualization. There are 3 level of insights which are strategic, tactical and operational. Strategic and tactical insights will be benefit by high position like CEO, COO and CTO and operational insights will be use by operation team to improve their performance.



## Reflection

Since I attended the empowering presentation on development of analytics system from Qistina Azman, I am filled with inspiration and motivation to my future career as a systems developer. In my career goals, I feel that it aligns itself well with the way she has come up in her profession and at Credence - where a relaxed atmosphere is quite pronounced. I am now motivated to widen my skills with what tools and technologies she uses like PostgreSQL, Tableau, Airflow. In Qistina's constant call for opportunity of consistent learning and growth, as well celebration moments at Credence motivates me to aim high in my pursuit with career. In soothing up, this conversation strengthens my motive of knowing more grow and being part of lively analytics team.

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