BRIAN ONG

Phone: 0421 872 012 | [Gmail](#) | [Linkedin](#) | [Portfolio](#) | [Github](#)

SKILL _____

- Programming and Data Handling: Proficient in Python (Pandas, Numpy, Machine Learning Libraries), SQL, R.
- Data Engineering and ETL: Apache Spark, Hadoop, Airflow, Delta Live Tables.
- Cloud and Data Platform: AWS, Databricks, Microsoft Azure, Snowflake.
- Database Management: Proficient with both NoSQL (MongoDB) and relational SQL Database.
- Version Control and Collaboration: Git, Github, Applied Git for Databricks Bundle Assets (DABs)
- Data Visualization tools: Tableau, Power BI, Excel, Databricks AI/BI Dashboard.
- Statistics: Quantitative Analysis methods, A/B test, Hypothesis test.
- Transferable Skills: Teamwork, Interpersonal Skills, Problem-solving, Analytical thinking, Story Telling, Project management and Public Speaking.

WORK EXPERIENCE _____

Citro, Backed By AMP
Sydney, Australia

Data Analyst   *May 2025 - present*

- Collaborate with Growth and Operations teams to fulfill ad-hoc reporting requests and reconcile data discrepancies across analytics platforms, including Mixpanel, Databricks, and Braze.
- Contribute to quarterly business reviews for AMP by delivering key data-driven analyses on customer demographics, user behaviour, by multiple interactive Dashboard (for both AMP Rewards and Citro Data)
- Develop and maintain a self-service BI tool using Databricks Dash App (Python app), enabling the Operations and Growth teams to access customer and transaction insights with a one-day turnaround. Provide expert support by troubleshooting complex issues such as fraud case analysis and manual cashback events.
- Engineer and optimize data pipelines with Delta Live Tables, leveraging the Change Data Feed (CDF) feature to capture historical changes. This accelerated implementation time by over 3x compared to building manual backend tracking logic.
- Automate data ingestion from disparate platforms into Databricks using Fivetran, reducing the time spent on manual marketing reporting by 50% and establishing robust scheduling and documentation.
- Manage version control for all Databricks jobs and pipelines (using Databricks Bundle Assets and Git), enhancing code integrity and collaboration between the R&D team and Growth CRM Specialists.
- Assist R&D Engineer to implement an Aircall AI service, developing a proof-of-concept that leverages Large Language Models (LLMs) to answer key business questions and support customer-driven development. Apply AI Query to automatically extract insights for the Call Agent Performance Dashboard.
- Support the Growth team by maintaining the Offer Recommendation Machine Learning Model's endpoint to ensure its stability and performance.

Oscorp Energy
Sydney, Australia

Data Science and AI Intern   *December 2024 - May 2025*

- Developed ELT pipelines to process and analyze large-scale battery datasets (CSV & image-based) stored on AWS S3 using AWS Lambda and Databricks Notebooks.
- Enhanced data consistency and integrity through Medallion Architecture from Lakehouse, achieving faster data processing and improved model accuracy for training.
- Collaborated with the Robotics Team to analyze sensor datasets (thermal, X-ray vector), applying data transformation and quality enhancement techniques (by Python, SQL) to improve damage and overheated battery classification (achieved **93% precision** with **12% improvement** over the previous model).
- Built comprehensive Power BI dashboards to visualize key impact factors such as thermal sensor metric with battery classification results (bounding boxes and labels).
- Assisted in designing and optimizing R-CNN and Faster R-CNN models using ResNet, EfficientNet, and MobileNet as backbone networks based on data analysis outcomes.

EDUCATION_____

Bachelor of Computer Science (AI and Big Data)   *June 2023 - present*
- University Of Wollongong: Excellent scholarship 30%, Activate scholarship (Iaccelerate)
- Co-founder of HomeInvease (**link**): A home inventory application integrating an LLM model for smart note-taking, household data analysis, and personal finance management. Winner of an Activate Scholarship at iAccelerate.
- Co-founder of MoniCar (in progress): Car Park Monitoring Project collaborates with Microtech company.

Diploma of Information Technology   *October 2022 - June 2023*
- University Of Wollongong College: UOW College scholarship 50%.

PERSONAL PROJECT_____

House Pricing Analysis and Prediction (Python) - Github link - Canva link
- Conducted in-depth Exploratory Data Analysis (EDA) on the NSW house price dataset from Kaggle using Python. Analyzed trends and key factors influencing house prices across suburbs in New South Wales.
- Applied feature engineering and implemented 5 machine learning models to predict future sales, including ARIMA, LSTM. Achieved a score of 86.98% and a variance score of 83.77%.

PwC Call Center & Customer Churn Analysis (Power BI) - Github link
- Developed an interactive Power BI dashboard to analyze call center operations, customer interactions, and staff performance. Identified key areas for service improvement through detailed visualizations.
- Provided actionable recommendations to improve customer satisfaction and enhance employee efficiency based on the analysis. Suggestions included optimizing staff allocation to reduce response time and introducing loyalty programs for month-to-month users, the most vulnerable segment to churn.

Other Projects:
- Global Electronic Retailer Customer Analytics (SQL - Power BI) - **Github link**
- Spam Email Classification (Python) - **Github link**
- Flower Classification (Python) - **Github link**
- Customer Shopping Analysis (Spark - Databrick) - **Github link**
- Queensland Incidents Analysis (Tableau) **- Tableau link**

CERTIFICATES_____

- Advanced Data Analytics (Google, Coursera September, 2024).
- Data Science & Actuarial Job Simulation (Standard Bank, Forage, September 2024).
- Power BI Job Simulation (PwC, Forage, August 2024).
- Databricks Lakehouse Fundamentals, **Databrick link**
- AWS Databricks Platform Architect, **Databrick link**
- Databricks Certified Data Analyst Associate **Databrick link**
- Databricks Certified Data Engineer Associate (In progress)
- AWS Certified Data Engineer Associate (In progress)

REFEREES_____

- **Available upon request.**