

Wen Xin Chan

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PROFESSIONAL SUMMARY

Detail-oriented Data Analyst with expertise in data analytics, cloud project management, and seamless cloud migrations. Recently completed a Cloud Bootcamp, gaining hands-on experience in full-stack development, Azure cloud infrastructure, Python Flask, Docker, and Kubernetes. Successfully designed and deployed an E-Commerce System on Azure Cloud, integrating secure payment systems and leveraging Docker and Azure Kubernetes Service (AKS) for scalable, high-performance solutions. Developed and deployed a Portfolio Website and Web App using Python Flask, featuring interactive user comments. Proficient in utilizing cloud technologies to enhance performance, optimize user experiences, and drive business efficiency. Skilled in data analysis, SQL, and cloud migration, with a focus on security best practices and CI/CD.

KEY COMPETENCIES

DevOps & Cloud Technologies

- Ansible, Terraform, Docker, Kubernetes
- Git, GitHub, CI/CD Pipelines
- Microsoft Azure (Active Directory, Virtual Machines, Storage)

Programming & Scripting

- Python, Linux Shell

Database & Data Analytics

- SQL, Qlik Sense, Qlik NPrinting
 - Data Visualization, KPI Monitoring
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PROFESSIONAL EXPERIENCE

Data Analyst

D L Resources (Contractor at UOB) | Singapore

Sep 2023 – Aug 2024

- **Database Optimization & Migration:** Partnered with **DevOps and database engineers** to optimize **SQL structures**, ensuring **seamless migration** and improved reporting.
- **ETL & Data Pipelines:** Refactored **ETL workflows, schemas, and SQL queries**, maintaining **data accuracy** post-upgrade.
- **Data Automation & Reporting:** Automated **BI reporting** using **SQL, Qlik Sense, and Python**, reducing **manual effort by 40%**.
- **Dashboard & Data Analytics:** Developed **interactive dashboards** in **Qlik Sense**, enhancing **ITSM visibility**.

Key Projects & Achievements

Database Optimization & System Upgrade

- Optimized **SQL queries and stored procedures**, improving **ETL performance** post-upgrade.
- Updated **SQL field mappings** across **10+ reports**, ensuring alignment with the **new schema**.

Dashboard Development & Data Analytics

- Built **real-time dashboards** to track **incident, change, and problem KPIs**, enhancing **ITSM visibility**.
- Analyzed **ITSM trends**, reducing **incident recurrence** through **data-driven insights**.
- Integrated **real-time KPI tracking**, improving **stakeholder decision-making**.

Automated Reporting System

- Implemented **SQL-based scheduled data refreshes**, automating **PowerPoint report exports**.
- Integrated SQL databases with Qlik Sense, Python & Webhook, eliminating manual CSV extractions.
- Developed **ETL pipelines** using **SQL, Python, and Qlik Sense**, cutting **manual effort by 40%**.

Data Analyst

Singlife | Singapore

Sep 2020 – Aug 2023

- **Dashboard Automation & Reporting:** Automated **KPI dashboards** and reports using **Qlik Sense, SQL** and **Excel** reducing **manual effort** and improving **efficiency**.
- **Cloud Migration & System Administration:** Led **Qlik Sense Cloud, Okta-Qlik integration, and Active Directory migration**, ensuring **seamless transitions with minimal downtime**.
- **Business Continuity & Disaster Recovery:** Led **Qlik Sense DR setup**, achieving **99.9% uptime** and rapid **recovery**.

Key Projects & Achievements

Qlik Sense Cloud Migration

- Led **end-to-end cloud migration**, minimizing **operational disruptions**.
- Scheduled migrations outside **critical reporting windows**.
- Conducted **pre-migration testing**, leveraging **industry best practices** for optimization.

Okta-Qlik Integration

- Integrated **Okta SAML SSO** with Qlik Sense for external users, enabling guest access without using Active Directory, while improving **security and scalability**.

Dashboard & Reporting Automation

- Automated **data consolidation and reporting**, creating **dynamic Qlik Sense dashboards**.
- Streamlined **PowerPoint reporting**, reducing **manual effort** and improving **accuracy**.

Disaster Recovery (DR) for Qlik Sense

- Led **Qlik Sense DR setup**, coordinating **server recovery protocols**.
 - Provided **secure credential management** and ensured **admin RDP access**, achieving **99.9% uptime**.
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PROJECTS

Cloud Support & DevOps Practitioner Bootcamp | Singapore

Nov 2024 - Feb 2025

Portfolio Website & Cloud Deployment (*PythonAnywhere, Flask, Git, SQLAlchemy*)

- Developed an **interactive portfolio website** using **Flask**, deployed on **PythonAnywhere**, featuring **user authentication, a comment system, and a downloadable resume**.
- Integrated **Flask-SQLAlchemy** for backend database management, allowing **secure user logins and comment submissions** stored in a **SQL database**.
- Configured a **virtual environment** for **dependency management** and seamless **cloud deployment**.
- Implemented **Git version control** (git add ., git commit -m, git push) and automated updates via **PythonAnywhere Git integration** (git pull).

E-Commerce System on Cloud Infrastructure (*EJS, JavaScript, Node.js, Express.js, PostgreSQL, Stripe API, Docker, Kubernetes, Azure, CI/CD, Prometheus, Grafana, Email Webhook*)

- **Designed and developed** an **e-commerce platform** with **integrated payment methods, email confirmation (via webhook)**, ensuring **seamless transactions and real-time updates**.
 - **Deployed the application** using **Docker containers** and leveraged **Azure Kubernetes Service (AKS)** for **efficient orchestration and scalability**.
 - Utilized **Azure Database for PostgreSQL Flexible Server** for **secure data management**, ensuring a **robust and secure cloud infrastructure**.
 - Integrated **Prometheus and Grafana** for **system monitoring, real-time metrics, and performance visualization**.
 - Set up **CI/CD pipeline** with **GitHub Actions** for **automated deployment to Azure Container Registry and AKS**, enabling **seamless redeployment with website updates**.
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EDUCATION

Bachelor of Arts in Economics | National University of Singapore

Aug 2017 – Jun 2020

Diploma in Business Process & System Engineering | Temasek Polytechnic

Apr 2014 – May 2017

- GPA: 3.7/4.0 | Director's List Award: Top 10% of cohort
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CERTIFICATION

Cloud Support & DevOps Practitioner Bootcamp | Temasek Polytechnic

Nov 2024 – Feb 2025

AWS Certified Cloud Practitioner | Issued Mar 2023