

Dakota Ching Lam, Chan

Data Analyst # 3+ years' experience # BSc in Mathematics # HKUST # SQL # Python



Profile:

Data Analyst with BSc in Mathematics, 3+ years' experience. Skilled in Python, SQL, MongoDB, Looker Studio. Financial data analysis expert. ISO27001, AWS, GCP certified. Strong communicator, quick learner. Experienced in Chabot performance analysis, providing insights for optimization. Known for efficiency improvements and data issue resolution.

Working Experiences

| Period | Job Description | Tools Used |
|--|--|--|
| Feb 2023 – Current (~ 2 Years)  | <p>Data analyst Console Connect (HK) Ltd</p> <ul style="list-style-type: none">Implemented AI Chabot performance dashboard using Python and Big Query.Developed sentiment analysis models and conducted CSAT analysis.Analyzed incident-ticketing data for SLA insights.Created Agile project management dashboards.Automated reporting with VBA for improved efficiency. | <ul style="list-style-type: none">PythonSQLVBAPower BIBig QueryGoogle App ScriptVertex AIDialogflowRemedyBMC HelixCSSHTMLLookerMetabase |
| Jan 2023 – Feb 2023 (2 Months)  | <p>Data Analyst AIA Group (Through JNL Consulting Ltd)</p> <ul style="list-style-type: none">Led UAT for Anaplan financial data implementation.Developed ETL workflows and VBA macros to automate data import, improving integrity and efficiency. | <ul style="list-style-type: none">AnaplanVBA |
| Jun 2022 – Nov 2022 (6 Months)  | <p>Treasury Operation Officer (Data Analyst) Atom International Technology Ltd (AAX Went out of business)</p> <ul style="list-style-type: none">Consolidated ERC data from Oracle and MongoDB using statistical analysis.Created automated dashboards on Quicksight and Google Sheets for treasury monitoring.Optimized treasury operations with data insights.Developed streamlined reporting solution using Python and Google App Script, distributing via multiple platforms. | <ul style="list-style-type: none">PythonSQLVBAGoogle App ScriptFineBIAWS QuicksightMongoDBRedshiftNavicat |

Nov 2021 –
Jun 2022
(8 Months)



Transition Capture Analyst, Officer, Equity Cash MO

Citi Group Global Asia Ltd

- Supported Front Office Sales and Trading with statistical analysis for accurate derivatives and securities transactions.
- Managed Stock Connect database and facilitated institutional client onboarding, ensuring data accuracy and integrity.

- VBA

Oct 2020 –
Nov 2021
(14 Months)



Market Data Consultant

CJC Ltd

- Collaborated with operations and marketing to develop advertising campaigns, using statistical analysis to measure effectiveness.
- Analyzed client market data costs and usage to optimize pricing models and contract governance.

- FITS

Certificates

| | |
|------------------------|--|
| Oct 2024 – Oct 2025 | Certified SAFe 6 Practitioner 11427532-5889 |
| Jul 2024 – Jul 2027 | AWS Certified Cloud Practitioner Amazon Web Services (AWS) abd2ddeee9b140449f4441989c5f2c3 |
| Jun 2024 – Jun 2027 | Cloud Digital Leader Certification Google 472b45dcaf914200b62ce585251f9002 |
| Sep 2024 | Microsoft Certified: Azure Fundamentals F8A1B3E6C8900EB2 |
| Jun 2024 – Jun 2028 | CQI and IRCA Certified ISO/IEC 27001:2022 Information Security Management Systems (ISMS) Lead Auditor Training Course (PR373) BSI ENR-01325519 |
| Aug 2021 | Financial Information Associate (FIA) FISD |

Education

Sep 2016 –
Sep 2020



Bachelor of Science in Mathematics
The Hong Kong University of Science and Technology

Skills

Programming Languages

| | | |
|--------|-----|-------------------|
| Python | SQL | Google App Script |
|--------|-----|-------------------|

Platforms

| | | |
|-----|-----|------------|
| AWS | GCP | JIRA (JQL) |
|-----|-----|------------|

Databases/ Data Warehouse

| | | |
|----------------|-----------|---------|
| Oracle/ My SQL | Big Query | MongoDB |
|----------------|-----------|---------|

BI Tools

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|---------------|----------------|---------|
| Looker Studio | AWS Quicksight | Tableau |
| Power BI | Grafana | |

Technical Skills

| | | |
|-----|-----------|------------|
| Git | Vertex AI | Dialogflow |
|-----|-----------|------------|

Web Technologies

| | | |
|------|------|-----|
| JSON | HTML | CSS |
|------|------|-----|

Projects:

| Task | Description | Link |
|---------------------------|-----------------------------|---|
| Insurance Test Assessment | Looker Studio Dashboard | https://lookerstudio.google.com/reporting/692990bf-afa5-4ef0-b6db-4300934ff7f3 |
| | SQL and Questions in Github | https://github.com/Dakota-Chan-610/Dakota_Chan_BI_Engineer_Technical_Assessment |
| Ridership Historical Data | Tableau Dashboard | https://public.tableau.com/app/profile/dakota.chan1582/viz/RidershipHiostoricalData/Historicalridershipofdifferentroutes |
| Lalamove Assessment | Python Code in Github | https://github.com/Dakota-Chan-610/lalamove-assesment/blob/main/Part2.ipynb |
| FineReport Practice | Github Repository | https://github.com/Dakota-Chan-610/FineReport_Practice |

Contact Me:

Dakota Chan

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 **Github:** <https://github.com/Dakota-Chan-610>

 **Website:** <https://dakota-chan-610.github.io/#>

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