

NGAN JIN HAO ETHAN

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EDUCATION

Apr 2023 – Current
(Graduating in May 2026)

Diploma in Business, Temasek Polytechnic **Specialising in International Business & Entrepreneurship**

Completed modules in:

- Effective Communication
- Professional Communication
- E-Commerce & Digital Marketing
- Marketing Fundamentals

Jan 2019 – Dec 2022

GCE 'O' Level Certificate, St. Gabriel's Secondary School

Obtained 5 credits

SKILLS

Technical/Domain Skills

- Proficient in research and data entry. Successfully researched sustainability reports for 22 companies across the APAC region.
- Adept in various marketing strategies. Completed an online marketing simulation for a group project, focusing on approaches such as adjusting distribution channels to fit specific customer demographics.
- Competent in managing an E-commerce website. Developed an E-commerce clothing website for a project, creating and updating product listings while demonstrating website optimisation strategies like user-centric designs to encourage greater customer interaction.
- Conversant in comparative analysis. Compared various companies using sustainability assessment frameworks on a year-on-year basis, generating valuable insights that can be used for performance ranking.

Generic Skills

- Effective communicator competent in utilising various communication techniques and visual aids to deliver impactful online and in-person presentations.
- Paid close attention to detail when cross-checking data sources and information among peers during the data cleaning phase, upholding assessment accuracy and integrity.
- Demonstrated exceptional customer service by promptly addressing inquiries, assisting with purchases, and gathering feedback for improvement, enhancing the overall customer experience.
- Demonstrated responsibility by overseeing daily operations and administrative tasks, ensuring a well-maintained and organised environment.
- Displayed strong teamwork and cooperation by collaborating with team members to plan and execute training plans, ensuring participants were well-prepared with the necessary skills and resources.

WORK EXPERIENCE

Apr 2024 – May 2024

Snack Promoter **Mondelez International, Inc**

- Demonstrated strong customer engagement skills to promote snacks and enhance product awareness, fostering increased customer interest.
- Exhibited commendable customer service by promptly addressing inquiries and assisting purchases, contributing to positive customer experiences.

- Utilized inventory management skills to monitor stock levels and ensure timely replenishment, optimising operational efficiency.

Dec 2022 – Mar 2023

Research Intern

Centre for Governance and Sustainability (CGS) at NUS

- Completed research on 22 companies in the APAC region.
- Attained academic research skills in converting qualitative information from reports into quantitative data.
- Exhibited strong coordination and facilitation skills as a student coordinator for a two-day sustainability workshop, ensuring smooth execution through efficient material distribution and participant orientation.
- Demonstrated meticulous research skills and mindfulness while collecting information from companies' Sustainability reports and Annual reports, ensuring comprehensive answers in the provided frameworks.
- Showcased collaborative and quality assurance competencies through thorough cross-checking of data sources and information with peers during the data cleaning phase, upholding the accuracy and integrity of assessments.

AWARDS/ACHIEVEMENTS

Year 2024

- Currently taking a Professional Certificate for Digital Marketing & E-commerce by Google on Coursera with an expected completion date of December 2024, equipping me with knowledge in digital marketing strategies, analytics, and E-commerce tools.
- Attained a Certificate of Participation for completing the course on Introduction to SAP S/4 HANA issued by Temasek Polytechnic, demonstrating foundational skills in Enterprise Resource Planning (ERP).

Year 2022

- Recognised with the Certificate of Distinguished Services for exemplary leadership and commitment as Assistant Platoon Sergeant of the 2021/2022 batch of NCC Land Unit.
- Awarded Most Improved in Chinese throughout the Cohort, showing resilience and perseverance for academic excellence.
- Attained Certificate of Completion for Entrepreneurship First Steps issued by Ngee Ann Polytechnic, demonstrating foundational knowledge and initiative in entrepreneurship.

Year 2021

- Received a Pass with Commendation for competency in the Advanced Elective Module in E-Business Dynamics from Ngee Ann Polytechnic, showing proficiency in technological knowledge picked up during guided practical sessions.

CO-CURRICULAR ACTIVITIES

Year 2019 – Year 2022

1ST Sergeant (1SG), NCC (Land)

- Led Secondary 1 students during the demanding COVID-19 period, navigating stringent health and safety protocols with innovative approaches to accommodate social distancing measures.
- Worked as a team to develop weekly training plans for the cadets, ensuring the programmes planned have the required logistics to help enhance cadet skills and knowledge.
- Implemented split-group training sessions, adhering to safety guidelines to ensure comprehensive training coverage while seamlessly facilitating smooth training operations.

REFERENCES

Ms Pauline Teo

Subject Head, St. Gabriel's Secondary School

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