

# TOH HAN SHIN, JERRY

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## PROFESSIONAL EXPERIENCE

### Digital Business Analyst | Temus Pte Ltd

May 2024 - Present

#### Seconded to Government Technology Agency (GovTech), Deployed to Ministry of Health (MOH)

- Working on Disease and Emergency Response Operations Management (DE-ROM) Programme - A capability development of flexible, scalable eco-system of interconnected systems and applications which enhances disease response and operations management for peacetime and pandemic scenarios through a scalable, Agile-driven ecosystem with quarterly releases.
- Lead the At-Risk Contacts and Conveyance modules, including the first public-facing conveyance portal with Singpass, CorpPass, Postman, and WOGAA, delivering two releases in consecutive quarters, aligned with Digital Service Standards.
- Gather and document user stories, analyze business requirements, design digital solutions, and lead comprehensive testing and validation processes. Collaborate with cross-functional teams to ensure seamless integration, process automation, and successful project execution.
- Led Screening Registration System migration from HPB Azure to MOH GCC AWS with post-migration maintenance tender.

### Step IT Up Trainee | Temus Pte Ltd

Jan 2024 - May 2024

- Step IT Up is an accelerated talent conversion programme that aims to help people – without any background or prior training in coding and other computer science skills – with the training and opportunity to secure a role as a technology professional for Singapore.

### Senior Executive, Leasing & Marketing | Cathay Organisation Holdings Ltd

Aug 2022 - Jan 2024

- Led end-to-end management of Cathay Malls App enhancement, working across cross-functional teams, spearheaded 7 areas improving user interface and experience with over 10,000 members and 80% of mall tenants on-boarded.
- Implementation of rewards points system with frontend overhaul in functionalities such as categorisation, carousel banner, hamburger menu and EDM based on market research to aid in driving marketing efforts and mall campaigns.
- Introduction of Optical Character Recognition for receipts scanning, improving backend processing time by 30%.
- Comprehensive property leasing management, including tax, credit control, lease acquisition, negotiations, optimizing co-working space operations, enhancing occupancy rates by 20%, and contributing to marketing initiatives and tenant relations.

### Senior Executive, Commercial Leasing | Singapore Land Authority

Sep 2021 - Aug 2022

- Successfully implemented leasing strategies for commercial properties over 10 locations island-wide, managing relationships with over 30 tenants/master tenants/managing agents. Developed deep insights into customer space requirements, negotiated lease renewals, formulated leasing policies, and effectively coordinated property maintenance and repair works.

### Associate, Policy & Promotion, Quality & Excellence Group | Enterprise Singapore

Oct 2020 - Sep 2021

- Championed the adoption of high-value standards, building industry partnerships, and enhancing workforce competencies through outreach. Organized a highly successful webinar on Business Continuity Planning for the security industry, drawing an attendance of over 100 security agencies, showcasing strategic adoption of standards and its advantageous outcomes.

## EDUCATION & CERTIFICATIONS

### Certified Tester Foundation Level (CTFL) | International Software Testing Qualifications Board

Apr 2024

### Entry Certificate in Business Analysis (ECBA) | International Institute of Business Analysis

Mar 2024

### Professional Scrum Master I (PSM I) | Scrum.org

Mar 2024

### Professional Scrum Product Owner I (PSPO I) | Scrum.org

Mar 2024

### Software Engineering | Rocket Academy

Nov 2022 - Nov 2023

### Degree of Bachelor of Engineering (Materials Engineering), Honours (Merit) with a Specialisation in

### Innovation and Intellectual Property | Nanyang Technological University

2015 -2018

Second Class (Lower) Honors

### Diploma in Chemical & Biomolecular Engineering | Ngee Ann Polytechnic

2010 - 2013

Graduating GPA: 3.55/4.00

## SKILLS

**Technical:** HTML, CSS, Javascript, Typescript, React, Next.js, Bootstrap, Material UI, Tailwind CSS, Firebase, Express, Node, SQL, PostgreSQL, Sequelize, Prisma, Git, Github, Auth.js, Auth0, Jira, Miro, Figma, Scrum, Agile.