Brisbane, QLD, 4113
06/10/2025

Dear Hiring Manager,

Re: Expression of Interest – Business Analyst

I am wanting to express my strong interest in the Business Analyst role. With over six years' experience in process optimisation within food inspection in China, combined with a Master of Information Technology (Business Analysis) from QUT, I bring a strong foundation in analysing business processes, delivering system improvements, and driving cross-functional collaboration.

During my time at JAIQ, I worked closely with the JSCIQ Food Department on large-scale food inspection projects covering 200–300 enterprises. I led the optimisation and digitalisation of end-to-end workflows, introducing a data entry and automated reporting system that reduced report turnaround from 5–7 days to 2–3 days (a 60%+ efficiency gain). This initiative improved data accuracy, reduced manual effort, and established a replicable digital process, demonstrating my ability to transform traditional operations into streamlined, technology-enabled solutions.

More recently, as a Business Analyst Intern at Corporate Protection Australia Group, I led the Procurement Documentation Project. This involved developing the project charter, mapping current (as-is) procurement workflows in Visio, conducting gap analysis, and proposing automation improvements. I collaborated with IT developers to implement quick-win solutions and facilitated stakeholder workshops, further enhancing my ability to bridge business needs with technical delivery. I also supported Power Apps development and UAT activities, ensuring business requirements were met with practical IT outcomes.

Alongside these experiences, I bring:

- Strong skills in **business process modelling (BPMN/UML)**, requirements gathering, and root cause analysis.
- Proficiency with tools such as **Power BI, SQL and Python** to support data-driven decision making.
- Practical experience in **Agile environments (Jira)**, producing user stories, acceptance criteria, and supporting iterative delivery.
- Bilingual communication (English and Chinese), enabling me to engage a diverse range of stakeholders.

I am confident in my ability to quickly acquire any additional skills required for this role. As a diligent and proactive professional, I am a fast learner, eager to apply my business analysis expertise to support your digital transformation initiatives. Whether through system upgrades, new technology implementations, or process improvement projects, I am committed to driving efficiency, sustainability, and measurable business outcomes.

I would welcome the opportunity to discuss how my process optimisation background, IT business analysis skills, and collaborative approach can contribute to your team's success.

Kind regards,
Jess Jiang
jess.jiangxy@gmail.com
+61 487 366 378