

Jess Jiang

Brisbane, 4113 | 0487 366 378 | jess.jiangxy@gmail.com | [LinkedIn](#) | [Website](#)

PROFESSIONAL SUMMARY

Motivated ICT Business Analyst with a Master of IT (Business Analysis major) from QUT and 6+ years' experience in process optimisation, requirements gathering, and digital transformation across food inspection, procurement, and IT systems. Skilled in **BPMN modelling, UAT, SDLC, and data-driven process analysis**, with proven ability to deliver efficiency gains of 60%+ in multi-stakeholder environments. Adept at translating business needs into IT solutions that enhance compliance, efficiency, and stakeholder value.

KEY SKILLS

Business Analysis & Documentation

- BPMN, UML, Use Cases, User Stories, Gap Analysis, Process Waste Analysis, Capability Analysis
- Root Cause, Bottleneck, Capacity, and Cycle Time Analysis
- Tools: Signavio, Lucidchart, Visio, ProM, Disco, Celonis
- Methodologies: Lean Six Sigma, IIBA BABOK Guide

Requirements Gathering & Stakeholder Engagement

- RACI/RASCI stakeholder management, onion diagram
- Workshops, interviews, Surveys, System shadowing, Inventory list

Delivery & Governance

- Methodology: Agile/Scrum, Waterfall, SDLC, UAT, Lessons Learned, Process Repository Tools

Data Analysis & Visualisation

- Languages: Python, SQL

- Tools: Power BI, Tableau
- Concepts: Machine Learning, Predictive Analytics

Website & Software Development

- Frontend: HTML, CSS, JavaScript, Bootstrap Python, SQL
- Backend: Python, SQL, Flask, Django
- Database: MySQL, PostgreSQL, SQLite
- Tools: VS code, Postman, Git, Figma, CRM systems, SAP, Jira
- Systems & Integration: CRM platforms, SAP, APIs

Languages

- English and Chinese – verbal and written communication

Professional Strengths

- Passion, Collaboration & Teamwork, Attention to Detail, Analytical & Critical Thinking, Problem-solving
- Adaptability & Curiosity, Integrity & Accountability, Resilient

EMPLOYMENT HISTORY

Corporate Protection Australia Group – Brisbane, QLD

Corporate Protection is a global leader in risk and resilience management delivering advisory, personnel, equipment, and training solutions across critical sectors including mining, energy, maritime, government, and healthcare.

Business Analyst, Intern

Mar 2025 – Jun 2025

- Led the Procurement Documentation Project, including development of the Project Charter outlining current state, stakeholder needs, project scope, risks, milestones, and improvement opportunities,
- Facilitated multiple stakeholder meetings to collect and clarify inventory data and process maps,
- Conducted process mapping using inventory data and created Standard Operating Procedures (SOPs),
- Analysed gaps in existing procurement processes and proposed workflow optimisations and system automations,
- Engaged stakeholders across finance, EMR, and mobile development projects to gather requirements and conduct User Acceptance Testing (UAT),
- Supported Power BI dashboard enhancement projects to improve data accessibility and reporting,
- Utilised tools including Jira, Visio, Microsoft Teams, SharePoint, Microsoft Office Suite, Power BI, Power Apps, NetSuite, and WordPress.

Key Achievements

- Documented current ("as-is") procurement workflows, increased procurement process visibility and traceability, accelerating delivery time by 10%.
- Delivered short, medium, and long-term improvement plans, including quick wins that were implemented immediately – Enabled subsidiary editing features in NetSuite for proposal/order creation.
- Identified and recommended automation opportunities to streamline procurement workflows – Embed markup calculations, replace manual Excel tracker with dashboard reports, and automate inventory updates synchronization across multiple platforms.

Jiangsu Academy of Science and Technology for Inspection and Quarantine (JAIQ) - Nanjing, China

JAIQ was a public institute under the Jiangsu Entry-Exit Inspection and Quarantine Bureau, specialising in inspection technology R&D. It operates 8 research centres and 28 national labs, offering technical support for inspection, quarantine, standards, and training. I was employed as a Service Process & Performance Analyst, was subsequently promoted to the position of Strategy and Data Analysis manager, continuing my tenure in a leadership role.

Business Strategy and Data Analysis Manager, Full-time

2016 – 2018

- Directed digital transformation projects across inspection operations, increasing projection accuracy by 40% and operational efficiency by 30%.
- Applied CRM and automation to enhance client management, boosting business relationships by 30% and retention by 20%.

Service Process Performance Analyst, Full-time

2012 – 2016

- Partnered with JSCIQ Food Department on inspections covering 200–300 enterprises, led process redesign and digitalisation initiatives.
- Designed and implemented an automated **data entry & automated reporting system**, reduced report cycle from 5–7 days to 2–3 days (60%+ efficiency improvement).
- Streamlined cross-department reporting workflows, reduced print runs by 1/3, enhanced data accuracy, traceability, and compliance.
- Delivered training sessions and video tutorials etc adoption program to minimise change resistance to new processes.

Aurora Nails Beauty - Ashgrove, QLD

Aurora is a local community-focused beauty salon offering professional nail and beauty services in a stylish, relaxing environment.

I started as a trainee, supported customer service and operations while applying a business analyst mindset to identify challenges, defects and provide improvement actionable insights.

Business Analyst/Nail Technician Assistant, Part-time

2022 – 2023

- Delivered a lightweight digital booking solution to streamline real-time scheduling and team coordination, which reduced paper dependency by 80%.
- Analysed customer pattern and service trends using Excel/Power BI, enabled data-driven marketing campaigns.
- Mapped current business workflows using Signavio and identified process defects and bottlenecks to support future operational improvements.
- Bridged communication gaps by offering translation support between Chinese-speaking technician and local clients, boosting customer satisfaction.

Jian Xun Tong Network Technology Co., LTD (JXT) - Nanjing, China

JXT is a technology-driven startup company specialising in software consulting and information services for commodity inspection companies and laboratories throughout China. The company integrates research and services across information technology, communication technology, and automation, leveraging national import and export inspection data to support the digital transformation of the inspection and testing industry.

Business/System Analyst, Part-time

2015 – 2018

- Consolidated and centrally displayed information from over 1,000 inspection institutions, enhanced user search efficiency by over 80% and reduced the average decision-making cycle from 3–5 days to just a few hours to better support customer inspection service needs.
- Improved operational efficiency by 10% through effective business process analysis and optimisation.
- Increased client satisfaction and retention by 20% through enhanced stakeholder engagement and tailored digital solutions.
- Contributed to a 25% faster project delivery time by ensuring clear requirements and lifecycle alignment.

CERTIFICATES & AWARDS

Queensland Government Procurement Certification Program (PCP) Level 1 (Fundamentals), IPAA, Dec 2024

Fundamentals in procurement, contract management and social procurement.

Best Employee of the Year, JAIQ, 2014 & 2016

EDUCATION

Professional Year Program

2024 – 2025

Performance Education, Brisbane, QLD

Key Focus: Australian business culture, professional communication, and workplace readiness

Master of Information Technology (Business Analysis Major)

2022 – 2024

Queensland University of Technology (QUT), Brisbane, QLD

Achievements: Executive Dean's Commendation (GPA: 6.5/7)

Key Skills: BPMN Process Mapping and Repository using Signavio, Lean Six Sigma, Project Management, SQL, Python, Systems Analysis, Data Analytics, Agile Project Management using Jira

Key Projects (*details available on request*):

- **QLD Kindergarten Business Needs Analysis** – Gathered requirements, mapped as-is processes using BPMN, performed POPIT, Root Cause analysis, and designed to-be workflows with digital transformation and cost-effective solutions.
- **Manufacturing Process Analysis and Redesign** – Conducted BPMN-based analysis to identify inefficiencies and developed optimised to-be models to improve operational efficiency.
- **Process Mining & Optimisation** – Utilised ProM, Disco and Celonis to analysis service time, resource use, bottlenecks, delays, and aligned findings with BPMN models to support improvements.
- **Data Analysis & Visualisation with Power BI** – Delivered insights via dashboards to support performance tracking and uncover actionable insights.
- **Healthcare Data Analysis with Python** – Analysed QLD hospital patient data, delivering insights on waiting times, service availability and regional disparities.

Bachelor of Arts (Website Design)

2009 – 2013

Nanhang Jincheng College, Nanjing, China

Achievements: Outstanding Student Scholarship, National Merit Scholarship

PERSONAL ATTRIBUTES & INTERESTS

I am a collaborative, resilient, and adaptable team player with a strong work ethic and goal-oriented mindset. These qualities have been shaped through an active lifestyle, driven by my passion for yoga, Pilates, dragon boating, wakeboarding, wake surfing, and swimming. Each activity has played a role in developing key professional strengths:

- **Teamwork & Collaboration** – Dragon boating has sharpened my ability to communicate effectively and work in sync with others to achieve shared goals
- **Resilience & Focus** – Yoga and Pilates have strengthened my capacity to remain calm, centred, and solutions-focused under pressure
- **Adaptability & Agility** – Wakeboarding and wake surfing have taught me to anticipate change, embrace uncertainty, and adjust with confidence

These pursuits continue to build both physical and mental strength, inspiring a mindset grounded in innovation, responsiveness, and delivering meaningful results.

ONGOING PURSUES & CONTINUOUS LEARNING

I am constantly pursuing professional courses/certificates:

- **Business Analysis** – Lean Six Sigma Course with certificates, IIBA BABOK Guide with ECBA and CBAP
- **Project Management** – CAPM, PMP, PMI-ACP (Agile certified Practitioner)
- **Process Repository** – Tools Related Course – ARIS, Camunda, Bizagi, Blueworks Live

References available upon request.