Jess Jiang
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PROFESSIONAL SUMMARY

Proactive **Business Analyst** with a Master of Information Technology (Business Analysis major) from QUT and extensive experience leading requirements elicitation, BPMN-based process modelling, and stakeholder engagement across fintech, procurement, and small business environments.

Demonstrated ability to translate complex business objectives into structured, high-impact solutions through process analysis, UAT leadership, systems integration, and data-driven insights, delivering measurable outcomes in cost reduction, workflow automation, and operational performance improvement.

KEY SKILLS

Business Analysis & Documentation
BPMN, As-Is / To-Be Modelling, Requirements Elicitation, Gap Analysis, Root Cause Analysis, Stakeholder Management (BABOK)

Systems & Integration
API Integration, POS Systems (Square), Workflow Automation, System Mapping, UAT, SDLC

Data Analysis & Visualisation
Python, SQL, Notebook, Data Modelling, Pipeline design

Tools & Delivery Governance
Signavio, Visio, Power BI, Tableau, Looker Studio, Postman, BigQuery, Git, Jira (Agile/Scrum), Waterfall,

English and Chinese

EMPLOYMENT HISTORY

Australian Digital Dollar — Brisbane, QLD

Business Analyst – Contract (Project based)   **Nov 2025 – Current**

- Designed and delivered a multi-chain data analytics solution to support stablecoin monitoring and reporting across Ethereum, Base, Stellar, XRPL, and Solana networks.
- Built end-to-end data pipelines using Python and SQL to ingest, clean, and transform on-chain data into structured analytics-ready datasets in BigQuery.
- Developed canonical data models and KPI frameworks (e.g. supply, transfer volume, wallet activity, velocity) to enable cross-chain comparability and executive-level insights.
- Created interactive dashboards in Looker Studio to visualise circulation, wallet behaviour, and transaction patterns for operational and strategic decision-making.
- Analysed wallet behaviour and usage patterns to distinguish institutional, treasury, routing, and retail activity, supporting clearer interpretation of on-chain adoption metrics.
- Optimised data architecture and query design to manage cloud costs and improve performance within BigQuery.

Acacia Consulting — Brisbane, QLD

Industry Digital Maturity Assessment & SME Digitalisation Analysis   **2025 – 2026**
Independent Consulting Project

- Conducted an independent digital maturity analysis across 2,000+ nail and beauty salons in Brisbane (190+ suburbs) using Google API–sourced public business data to assess website usability and online booking capability.
- Designed a Digital Maturity Score framework to distinguish between basic digital presence and true booking conversion readiness, revealing that most salons are digitally present but operationally incomplete.
- Delivered executive-ready dashboards and consulting insights highlighting significant opportunities for targeted SME digital uplift, rather than full-scale transformation, with relevance to digital consulting, SaaS strategy, and industry research.

API-Based Ordering & Process Automation Solution   **2024 – 2025**
Golden Lava Toast – Kelvin Grove, QLD

- Analysed restaurant order management workflows and identified inefficiencies caused by third-party delivery middleware.
- Designed a simplified system architecture integrating online ordering platforms directly with Square POS to streamline kitchen operations.
- Translated business requirements into API-based technical solutions, including order normalisation, menu mapping, and operational exception handling.

- Delivered a cost-efficient automation solution that reduced platform dependency and improved order accuracy and processing efficiency.

Digital Appointment Scheduling & Process Improvement Solution   **2022 – 2023**
Aurora Nails Salon – Ashgrove, QLD
- Analysed booking workflows, order handling, and resource allocation processes, identifying inefficiencies caused by manual scheduling and paper-based logs.
- Mapped as-is processes to identify workflow defects, operational bottlenecks, and improvement opportunities across daily operations.
- Delivered a lightweight digital booking and scheduling solution that improved operational visibility, reduced manual coordination, and improved team collaboration.
- Supported stakeholder communication through bilingual translation, enhancing service delivery and customer satisfaction.

Corporate Protection Australia Group – Brisbane, QLD

Business Analyst, Intern   **Mar 2025 – Jun 2025**
- Led a procurement documentation and process optimisation project, delivering a Project Charter, as-is process maps, and SOPs to improve governance and traceability.
- Facilitated cross-functional stakeholder engagement across Finance, EMR, and Mobile teams to gather requirements, validate inventory data, and support User Acceptance Testing (UAT).
- Identified current inefficiencies, process gaps, control weaknesses, and designed to-be process models and highlighted automation opportunities, delivering quick wins in NetSuite that reduced procurement cycle time by 10%.
- Supported Power BI dashboard enhancements and system integrations, replacing manual Excel tracking and improving data accessibility and reporting accuracy.
- Contributed to AI agent development initiatives by supporting requirements analysis, process logic design, and testing activities.

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

JAIQ operated 8 research centres and 28 national labs, offering technical support for inspection, quarantine, standards, and training.

Service Process Analyst → Strategy & Data Analysis Manager   **2012 – 2019**
- Led digital transformation and process optimisation initiatives, improving operational efficiency by up to 30% and reporting cycle time by 60%+.

EDUCATION

- **Master of Information Technology (Business Analysis Major)**   2022 – 2024
  Queensland University of Technology (QUT), Brisbane, QLD
  - *Executive Dean's Commendation (GPA: 6.5/7)*
- **Bachelor of Arts (Website Design)**
  Nanhang Jincheng College, Nanjing, China   2009 – 2013
  - *Achievements: Outstanding Student Scholarship, National Merit Scholarship*

CERTIFICATES & AWARDS

- Queensland Government Procurement Certification Program (PCP) Level 1 (Fundamentals), IPAA, Dec 2024
- IIBA ECBA / CBAP (in progress)
- PMI-ACP (Agile certified Practitioner) (in progress)
- ICT Business Analyst Skill Assessment
- Best Employee of the Year, JAIQ, 2014 & 2016

PERSONAL INTERESTS

Yoga instructor, Pilates, Water sports, Snowboarding and other team-based activities that foster resilience, focus, and collaboration.

References available upon request.