

Dear Hiring Manager

**Re: Expression of Interest – Business Analyst Position**

I am writing to express my interest in the Business Analyst position within your team. With six years' experience in business management and data-driven business performance analyst, a Master of Information Technology (Business Analysis major) from QUT, and recent hands-on experience during my internship with IT team at Corporate Protection, I bring both practical skills and a deep enthusiasm for delivering real business outcomes through thoughtful analysis.

During my internship, I led the **Procurement Documentation Project**, delivering end-to-end business analysis activities. My contributions included:

- Developing the project charter and defining clear project objectives
- Collecting and analysing inventory data to inform process understanding
- Mapping current (as-is) procurement workflows using Microsoft Visio
- Preparing a Standard Operating Procedure (SOP) that led to project sign-off
- Identifying pain points through comprehensive gaps analysis in the process to recommend improvements
- Facilitating collaboration with the IT develop team to implement quick-wins solutions and deliver value to stakeholders
- Conducting lessons learned with stakeholders for future projects improvements.

This project enhanced both my technical skills and my ability to engage with stakeholders, gather requirements, and translate insights into clear, practical solutions.

I also gathered requirements for Mobile Portal Power Apps, conducted User Acceptance Testing (UAT) to ensure solution readiness. These experiences motivated my continued development in Lean Six Sigma, ECBA(IIBA), Microsoft Power Platform, and Project Management.

My academic background has equipped me with a solid foundation in BPMN modelling, stakeholder strategy (RACI/RASCI), business gap and root cause analysis (including 5 Whys and Fishbone), the system development lifecycle, and tools such as SQL, Python, Power BI, and Tableau. For example, I conducted predictive analysis on QLD hospital datasets to identify inefficiencies and propose resource optimisation strategies.

I'm bilingual (English and Chinese), have completed a Professional Year Program, and have a strong understanding of Australian workplace communication and practices. Outside of work, I enjoy staying active through Yoga, Pilates, Swimming, and Wakeboarding. These pursuits help me build resilience, focus, and a collaborative mindset.

I strongly align with Corporate Protection's values of Commitment, Accountability, Passion, Family, Innovation, and Teamwork. These values were evident throughout my internship and are qualities I bring to every role I take on.

Thank you for considering my application. I would welcome the opportunity to contribute to your team and support your mission through practical, people-focused business analysis.

Kind regards,  
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