Joel Sng Zhen Wei

Business and Information Systems Penultimate Student

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EDUCATION

Singapore Management University   **GPA: 3.76/4.00**   Aug 2021 – Present

Double Degree: Bachelor of Business Management (Operations Major)
                 Bachelor of Information Systems (Analytics Major)

Key Courses Taken: Machine Learning & Applications | Supply Chain Analytics | Analytics Foundation | Web Application Development | Data Management | Interaction Design Prototyping |Operations Management | Computational Thinking |Introductory Statistics

Achievements

- Double degree programme
- Magna Cum Laude
- Recipient of Yu Xin Community Leadership Award
- Dean's List AY21/22

Co-Curricular Activities

- Community Service (SICS and StarringSMU)
- SMU Climb Team
- SMU Muay Thai
- SAJC Canoeing Team (A-Division Competitor)

PROFESSIONAL EXPERIENCE

Data Analyst Intern, *Housing & Development Board*   Jan 2024 – Aug 2024

- Worked with Housing Management Group under Lease Administration & Management Department.
- Accelerated unstructured correspondence data mining from 4 mins to 30s using RPA data mining workflows and UiPath OCR.
- Streamlined text analytics in R and Python to conduct topic analysis, clustering, and categorisation of customer correspondences.
- Automated data extraction and cleaning of unstructured text data using SAS workflows.
- Applied random forest machine learning algorithms in R to facilitate investigations into suspicious customer transactions.
- Created dashboards in SAS and Tableau for monitoring of structured transaction data for flat rentals and transfers.
- Extracted data and insights from data warehouses using SAS coding and SQL to drive customer-facing e-service enhancements.
- Hands on experience with SAS, UiPath, PowerBI, SQL, R, Tableau, Python for data mining, analysis and visualisation.

Digital Transformation Consulting Intern, *PwC Singapore*   May 2023 – Aug 2023

- Worked with Digital Transformation and Finance Transformation Consulting teams, mentored by SAP consultants.
- Contributed to finance transformation engagement for one of Asia's largest real estate investor, developer, and manager.
- Collaborated with SAP consultants to migrate business partner data from multiple ERP systems to a new integrated solution.
- Conducted data analysis on business partner data to produce actionable insights for Digital Transformation team.
- Developed systems to track configuration objects, facilitating senior consultants' oversight.
- Created business blueprints for clients surrounding finance processes in new ERP solution.

Student Consultant, *Mandai Wildlife Group*   Jan 2023 – May 2023

- Engaged Mandai Wildlife Group (Singapore Zoo, Night Safari, River Wonders, Bird Paradise) to reduce post-consumer food and plastic waste across attractions.
- Conducted hypothesis-driven research on post-consumer waste at MWG attractions.
- Formulated an educational campaign and strategic solution that achieved a 20% forecasted reduction in post-consumer waste at Singapore Zoo by assessing park operations.
- Led planning on a 3-pronged campaign to educate and reduce post-consumer waste at attractions.
- Engaged by Mandai Wildlife Group educational team to explore further development of solutions after module conclusion and invited to Mandai Wildlife Group roadshow to showcase solution to company stakeholders.

RELEVANT UNIVERSITY MODULES

Computational Thinking   Aug 2022 – Dec 2022

- Conceptualised and implemented a mapping algorithm to find specific peaks within an altitude map in the fastest time and lowest complexity possible by leveraging recursive algorithms, binary trees, and heuristics.
- Received a distinction for project effectiveness.

LEADERSHIP AND COMMUNITY SERVICE

President - Special Interest and Community Service Sodality   Jan 2023 – Dec 2023

- Spearheaded the strategic planning and vision of team as its chairman.
- Council member of highest student leadership body in SMU, make decisions affecting the SMU student body and experience.
- Invited to Mediacorp HQ to speak on a Channel News Asia radio talk show, CNA 938 Our Town, on youth volunteerism.
- Headed a management committee that defends the interests of 22 clubs by liaising with school offices and external bodies.
- Oversee the planning of 7 events throughout the year (2 carnivals, 1 community service programme, 1 fundraising run, 1 freshman orientation programme, 1 merchandise sale, 2 welfare drives).
- Headed the implementation of new sustainability initiatives in SICS events including 100% usage of rainwater for wet activities in summer events, reduction of waste generated from summer event shirts and bags.

President - StarringSMU'22   Jan 2022 – Dec 2022

- Spearheaded 20% increase in project scale by liaising with new partners, increasing team size, and refining of project operations.
- Invited to the Istana to receive an award from President Halimah Yacob at President's Challenge Appreciation Night.
- Led a team of 15 project directors and 95 volunteers to conduct operations to serve a beneficiary body of 250+ persons with learning and intellectual disabilities.
- Managed a decentralised team of leaders and volunteers working at 7 different centres around Singapore.

SKILLS & CERTIFICATIONS

Skills: Power BI, Data Analytics, Python, HTML, PHP, CSS, JavaScript, Microsoft Office (Word, Excel, PowerPoint), R, Tableau
Certifications: Data Analytics (IBM), Excel (IBM), Python (University of Michigan), SQL (University of Michigan)