

Joshua Chua Zhi Ming
Business Analyst

Email: joshua.chan@gmail.com
Phone: +60167897867

Professional Summary

Detail-oriented and results-driven Business Analyst with strong experience in data analysis, requirements gathering, and business process improvement. Proven ability to translate complex data into actionable insights to support strategic decision-making. Adept at collaborating with cross-functional teams to deliver projects on time and within scope.

Key Skills

-
- Requirements Gathering & Analysis
 - Data Visualization & Reporting
 - Business Process Mapping
 - Stakeholder Management
 - SQL / Excel / BI Tools
 - Agile & Scrum Methodologies
 - Problem Solving & Critical Thinking
 - Presentation & Communication

Professional Experience

Business Analyst
OneWay Success Sdn Bhd, Kuala Lumpur, Malaysia.
Jan 2022 – June 2025

- Conduct detailed requirements analysis and document business processes for new and existing projects.
- Collaborate with stakeholders to identify pain points and propose effective solutions.
- Develop and maintain dashboards and reports to track KPIs and business performance.
- Perform data analysis using Excel and BI tools to support decision-making.
- Facilitate meetings and workshops with cross-functional teams to gather requirements and ensure alignment.
- Support project delivery within agreed timelines, maintaining high-quality standards.

Business Analyst Intern / Junior Analyst

Initoit Sdn Bhd, Johor, Malaysia.
July 2021 - Dec 2021.

- Assisted senior analysts in gathering and documenting business requirements.
- Performed data cleaning and analysis to identify trends and insights.
- Helped design process maps and workflows to improve operational efficiency.
- Prepared presentations and reports for management and stakeholders.

Education

Bachelor of Business Administration
University Teknologi Malaysia, 2022

Certifications

-
- Certified Business Analysis Professional (CBAP) / Entry Certificate in Business Analysis (ECBA) (if any)