THOMAS LOO

"Results focused **business analyst** who thrives on bringing clients excellent and data driven solutions. Seeking new and exciting digital transformation opportunities for further professional and personal growth."

Email
tomloo222@gmail.com

Education
Bachelor of Business
(Economics & Finance)
RMIT University, Australia

Mobile
+852 5105 5978
WhatsApp
+61 415 688 080

Expertise
- Business Analysis
- Requirements Gathering
- Data Analysis
- Stakeholder Management
- Vendor Management
- Microsoft LUIS
- Agile/Scrum
- Jira (and Confluence)

Industry Experience
- Microsoft LUIS NLP
- Insurance
- Compensation & Benefits
- Banking
- Financial Services

Certifications
- Professional Scrum Master I (Scrum.org)

Professional Experience

July 2018 – July 2020 (2 years 1 month)
Consultant – ASG Group

June 2019 – May 2020 *(1 year)*
Hong Kong

Business Analyst – AXA Group Solutions (seconded through ASG)

Engaged as a business analyst to actively review and present a wide range of new features, enhancements and UAT for a customer facing chat bot (mobile app) that resulted in a significant increase in accuracy and improved user experience.

I was a key player in facilitating requirements eliciting and gathering workshops and Scrum/Agile conversations between the local, regional and developer teams and took on an interim Regional Chat Bot Product Owner role which saw me prioritising backlog items in line with senior stakeholder expectations. I also led the exploration of chat bot data for actionable insights for further improvements.

I created a chat bot operating model which included as-is/to-be process mapping, gap analysis and internal cross-department conversations. I also ran UX/UI working groups and authored documentation detailing chat bot best practices.

CBRE July 2018 – May 2019 *(10 months)*
Hong Kong

Business Analyst – CBRE (seconded through ASG)

Engaged as a business analyst to drive the enhancement and successful roll-out of a new internal compensation planning tool which resulted in a smoothly transitioned and on-time release. I spearheaded requirements gathering workshops involving 14 countries in the lead up to release followed by UAT and bug reporting at each stage. I addressed change management by producing a full instructional guide and video alongside running individual workshops to familiarise business users.

I also managed aspects of the compensation cycle which included creating merit/bonus budget dashboards for regional business team, data cleansing, data verification, calculations and benefits reporting across 14 countries.

Yearly costs for the APAC employee assistance program was also slashed by 15% overall by driving an RFP for a new vendor which I also led.

April 2016 – January 2018 *(1 year 10 months)*
Australia

Settlements Analyst – Macquarie Group

Core responsibilities as a settlements associate in the Corporate Asset and Finance department included identifying any operational, legal and compliance risks associated with a submitted settlement pack across a number of deals including consumer, commercial, novated and operating lease deals.

I was additionally involved in the audit and revision of nationwide settlement process documentation, a quality assurance team member and also played a part in the training and continued development of new starters.