

NEVILLE JEFFREE

PROFILE

Versatile individual with experience collecting, transforming, and organising data for analysis to help make informed decisions. Excellent understanding and proficiency of platforms for effective data analyses, including Python, R programming, SQL and Tableau. Strong communication organisational and analytics skill. A person that never stop learning.

SKILLS

- SQL (mySQL, PostgreSQL, IBM DB2, Google Cloud BigQuery)
- R Programming (Tidyverse, dplyr, skimr, janitor, lubridate, ggplot2)
- Python (Pandas, Numpy, Scipy, Matplotlib, scikit-learn, Seaborn, Plotly, BeautifulSoup)
- Tableau
- Spreadsheet (Google Sheet & Microsoft Excel)

EXPERIENCE

SENIOR SOFTWARE ENGINEER, TONG HING (SABAH) SDN. BHD, KOTA KINABALU, SABAH, MALAYSIA – 2019 - PRESENT

- Analyse in-depth sales data and readjust business process (with highest selling products being displayed the further from the entrance to prolong customer's stay in the shop.
- Developing & maintaining e-commerce web site
- Database management with Google Cloud BigQuery & PostgreSQL
- Generating reports with Excel & Tableau, social media management and graphic designing for all 3 outlets company's executives.

SENIOR CUSTOMER SERVICE MANAGER, APPLE AUTHORISED SERVICE CENTRE, KOTA KINABALU, SABAH, MALAYSIA, – 2017 - 2018

- Responsible to handle all customer matters from the help desk to follow-ups, technical difficulties and also . (Software & Hardware matters)
- Coordinating team of 3 to deliver the best customer experience.
- Assist in escalated technical task with technical team.
- Product testing for all products and assist with product feasibility

EDUCATION & CERTIFICATION

- Google Data Analytics Professional Certification, 2021
- IBM Data Science Professional Certification, 2021
- Software Engineering, Tunku Abdul Rahamn University, Kota Kinabalu, Sabah, Malaysia – 2020