

# Jasmin Ching

## Digital Program Manager / Business Analyst

Singapore

- Email me on Indeed: <http://www.indeed.com/r/Jasmin-Ching/0c346861321f6065>

- Acknowledged for well-defined understanding of the business-technology interfaces and capacity to identify and align clients' emerging technology needs with products and services.
- Skilled in resolving complex client challenges by developing innovative and practical solutions; designing process workflows, project vetting models to be presented to the management.
- Industry expert with keen understanding of Project / Client Requirements coupled with hands-on exposure in handling all phases of Project / Program Life Cycle.
- Expert in conducting corporate and user level trainings; developing/managing contents for trainings and for permanent repositories.
- Adept at testing solutions and fixes, reviewing approach documents and signing off test outcome and rollback prior to production movement.
- Capable of driving teams to achieve results, communicating with people across the organizational hierarchy and consistently delivering results in high-pressure environment.

## Work Experience

---

### Digital Program Manager / Business Analyst

AGL.SG - Singapore

May 2019 to September 2019

AGL.SG is a start-up digital product company that practices strategy, design and technology in equal parts and with clients among the Fortune 500 Global.

Key Responsibilities:

- Establish people-centric business strategies for our clients to structure the business impact of design at a strategic, operational, and organizational level
- Lead business design activities, including client workshops, stakeholder interviews, business intelligence gathering, creative brainstorming, visioning, and KPI development.
- Manage business design relationships with partners and clients, owning one client relationship at a time.
- Liaise with counterparts and clients to ensure all business needs and expectations are being met.
- Build the business through cultivating key client relationships and selling in related work.

### Assistant Vice President

PARTNERS GROUP - Singapore

October 2008 to December 2018

PARTNERS GROUP (SINGAPORE) PTE LTD a Swiss-based private equity asset manager with \$83billion assets under management from over 800 institutional investors globally

Key Achievements:

- Flawlessly and seamlessly executed several strategic initiatives in providing investor information through state-of-the-art technology, including a multi-million-dollar mobile application for investors available in App Store,

1

- Led the collaboration of automating the report production process resulting in a 67% cost savings per annum and a 9% increase in productivity per annum which equates to at least \$100million in estimated incremental revenue.
- Attained a 50% efficiency gains and a 100% increase in full-time employee (FTE) work capacity through report distribution semi-automation.
- Laid out the groundwork for several initiatives using ServiceNow in the company to track and measure issues, requests, and other key performance indicators (KPI) by establishing the team's first issue tracking system.

Key Responsibilities:

- Global stakeholder manager between business and technical teams of several initiatives by aligning goals and visions through solution-oriented coordination, collaboration, negotiation, and execution.
- Serviced business users in various queries, issues, and requests on product/investor data and other report-related processes.
- Identified and resolved several internal process gaps by setting up necessary controls and/or redesigning processes through automation.
- Responsible for the growth and performance of a robust team of business analysts to support various initiatives within the team.

Major Projects:

- App-Store-based mobile application for investors allowing portfolio access on demand
- Online investor platform providing monthly investor and product data and information
- Client Service ticketing system for the team to systematically organize, allocate and measure tasks and deliverables logged in by the business
- Proprietary report production system and platform
- Online and system-based platform for documenting processes (i.e. procedural & operating manuals)
- Propriety transaction monitoring tool allowing external editors and internal staffs to coordinate, track and reconcile transactions

**Analyst - Data / Research**

Thomson Reuters Philippines - Manila

July 2007 to August 2008

**BUSINESS DEVELOPMENT & STRATEGIES**

- Designed a reporting timeline process to ensure timely delivery of outputs
- Trained team members on best practices in time management

## BUSINESS OPERATIONS

- Elicited key shareholders' data and information from global consultants and administrators
- Analyzed and presented shareholder data for client managers to produce their monthly and quarterly companies' IR shareholder reports.

### **Sales Associate - Retail banking**

Union Bank of the Philippines - Manila

November 2003 to June 2007

- Effectively executed account retention and growth through client onboarding process and servicing.
- Ensured audit readiness for Anti-Money Laundering (AML) policies by the authorities through regular reviews and updates of all Know-Your-Client (KYC) documentations

## Education

---

### **Master's in Business Analysis**

George Washington University

2016

### **Associate's in Business Analysis**

ESI International Inc and George Washington University

2014

### **BS in Economics**

University of Santo Tomas

2003

## Skills

---

DOCUMENTATION (Less than 1 year), GOVERNANCE (Less than 1 year), PRODUCT MANAGEMENT (Less than 1 year), PROJECT MANAGEMENT (Less than 1 year), RELATIONSHIP MANAGEMENT (Less than 1 year)

## Links

---

<https://www.linkedin.com/in/jasmin-ching/>

## Awards

---

### **Thomson Outstanding Performer (TOPS) Gold awardee**

February 2008

## Certifications/Licenses

---

## **MASTER'S CERTIFICATE IN BUSINESS ANALYSIS**

December 2016 to Present

### **Additional Information**

---

#### **KEY SKILLS**

- Business Analysis • Compliance Governance • Stakeholder Management
- Product Management • MIS & Reporting • Motivating Leadership
- Operational Excellence • Project Management • Client Relationship Management
- Business Consultancy • Reporting & Documentation • Training & Development