

Wang Wei Long

weilong66866@gmail.com · +65 98582532 · [linkedin.com/in/wang-wei-long](https://www.linkedin.com/in/wang-wei-long)

EDUCATION

TEMASEK POLYTECHNIC

APR 2018 – APR 2021

Diploma in Big Data Management & Governance

GPA: 3.55/4.0

JUNYUAN SECONDARY

JAN 2014 – DEC 2017

GCSE O' LEVEL

EXPERIENCE

Infineon Technologies

JUL 2020 – JAN 2021

Master Data Intern

- Maintained and updated over 50 operational reports with 90% accuracy rate
- Identified and corrected errors in over 10,000 records, improving data accuracy by 95%
- Led a project to automate reporting using Tableau and UiPath, resulting in a 300% increase in reporting frequency and saving 300 hours of work each week and saved 300 hours weekly.
- Collaborated on multiple support projects, resolving 50+ data issues per week and reducing query response time by 40%
- Processed over 150 requests per week with 100% accuracy rate

O' COFFEE CLUB

DEC 2018 – JAN 2020

Service Crew

- Maintained impeccable hygiene standards by ensuring thorough sterilization of cutlery and dishes, resulting in a clean and safe dining environment.
- Provided personalized advice and expert guidance to customers on cuisine and drink selections, resulting in 35% increase in customer satisfaction scores and contributing to 10% boost in sales.
- Demonstrated extensive knowledge of the menu and promotional offerings, enabling effective upselling and leading to a 20% increase in average order value.
- Developed exceptional customer service skills, resulting in a 40% decrease in order errors and ensuring a seamless dining experience for 80 customers weekly.
- Cultivated strong cross-cultural communication abilities through serving diverse customers at the Changi Airport branch of the O' Coffee Club chain of restaurants, fostering positive interactions and ensuring customer satisfaction across 5 different cultural backgrounds.

ACHIEVEMENTS

2020

- Director's List, School of Informatics & IT AY2019/2020
- Edusave Merit Bursary
- CCA Merits Award 2020

2019

- Finalist for the SUSS Analytics and Visualisation Challenge, demonstrating exceptional skills.
- Selected as Secretary for the Course Interest Group, showcasing leadership and trust.
- Top 10 placement in the NCS EDMS Hackathon, highlighting innovation and technical prowess.

VOLUNTEERING

2019

Vanguard Senior Care Community Service

- Empowered seniors by delivering comprehensive mobile application training, resulting in increased digital literacy and independence.
- Fostered meaningful interactions with seniors, contributing to improved physical and emotional well-being within the community.
- Ensured seniors stayed updated on the latest technological advancements, promoting their engagement and connectivity.

Digital Clinic:

- Educating and equipping seniors with valuable knowledge on utilizing applications and services on their mobile devices.
- Addressed concerns and provided clarification on prevalent scams and digital misuse, empowering seniors to navigate the digital landscape with security and peace of mind.
- Shared expert advice on digital awareness and security for online transactions, mitigating risks associated with phishing and spoofing attempts.

SKILLS & INTERESTS

Software/IT Skills: R, Python, Tableau, Power BI, SQL

Language Fluency: Effectively bilingual in English and Mandarin