Benjamin Hao

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SUMMARY

Experienced data professional of more than 6+ years across information management, technical writing, data warehousing, documentation, actionable insights generation, and reporting.

SKILLS

Hard Skills:

Data Analysis and Reporting • Data Quality • Data Governance • Data Warehousing • Data Modelling • Process Mapping • Technical Writing • Data Remediation • Regulatory Compliance • Data Architecture • Data Management • Data Visualization • Insights Generation • Business Intelligence

Technical Skills:

Python • SQL/T-SQL • SAS Enterprise Guide • Alteryx • Tableau • Power BI • Microsoft Office Suite • Google Cloud Suite (BigQuery, Analytics, Firebase, Ads) • Amazon Web Services (Elastic Compute Cloud, Relational Database Service) • Microsoft SQL Server (SQL Server, Integration Services) • Snowflake • Redshift • PostgreSQL • PostGIS • QGIS

EXPERIENCE

Senior Specialist
Deloitte Touche Tohmatsu Limited   **January 2023 - June 2023, Perth, AU**

• Successfully delivered multiple diverse large-scale projects encompassing data governance, process mapping, remediation, statistical modelling and risk reporting; while maintaining strict confidentiality while handling highly sensitive client and employee information.
• Conducted rigorous data analytics across over 16 inter-company data domains, as well as associated datasets and source systems to identify occurrences of regulatory and contractual non-compliance, while also assessing potential data risks in client systems, data collection methods, and existing data.
• Assisted project managers and client Subject Matter Experts (SMEs) in providing technical expertise and project experience to thoroughly outline expected project outcomes and expectations across 4 projects.

Senior Analyst
Deloitte Touche Tohmatsu Limited   **July 2021 - January 2023, Perth, AU**

• Collaborated in company proposal writing efforts, contributing to the successful acquisition of projects worth more than $25+ million.
• Maintained and developed comprehensive and user-friendly documentation for intricate methodologies, catering to the needs of both technical and non-technical stakeholders.
• Coached and provided advice for 2 new university students as part of the Deloitte Graduate Program, leading to both students being offered positions.

Data and Insight Analyst
Spark Sport (Spark New Zealand Limited)   **November 2018 - May 2021, Auckland, NZ**

• Key data liaison for more than 10 product stakeholders in understanding, gathering and implementing business requirements for data strategy development.
• Advised management on business application of insights through reports, dashboards and presentations.
• Led and coached data engineering team in building data warehouse to business specifications and requirements.
• Created system documentation and data dictionaries for data value chain implementation and increasing data understanding across business.
• Ensured data integrity and accuracy through frequent cleaning, analysis, and initiative recommendations and implementation.

Reporting and Insight Analyst
New Zealand Automobile Association   **January 2017 - November 2018, Auckland, NZ**

• Key consultant and relations manager to 4 of the 12 inter-company divisions.
• Curated stakeholder-specific opportunities through actionable insights generation across 15+ internal and external stakeholders.
• Utilized data analysis and data mining techniques to improve business processes and increase overall business understanding of collected data.
• Performed advanced data washes to identify, assess and correct erroneous records from data.
• Created and maintained suite of dashboards to ensure accurate stakeholder reporting.

PROJECTS

Data Governance and Data Strategy   Deloitte Touche Tohmatsu Limited
• Ran workshops with key client stakeholders to assess current data maturity across more than 9 inter-company divisions.
• Developed a comprehensive data strategy plan aligned with stakeholder projections for 6-month, 12-month and 24-month time horizons.

Legislation Harmonization   Deloitte Touche Tohmatsu Limited
• Developed a natural language processing model for mapping relevant legislative actions for a large multinational utilities company and its divisions.
• Liaised with client legal subject matter experts across 4 inter-company divisions to surface known and unknown regulatory and legislative obligations.

Project Management Reporting   Deloitte Touche Tohmatsu Limited
• Developed a set of automated and bespoke reporting dashboards for the project management team to track project progress and deliverables.
• Utilized complex DAX and complex SQL queries to efficiently retrieve required data across a combination of cloud and local data stores.

Payroll Remediation   Deloitte Touche Tohmatsu Limited
• Data lead of payroll remediation stream for a major institution spanning across 3 years.
• Documented and maintained more than 30,000 lines of code to ensure model adhered to regulatory and legislative compliance requirements.
• Integrated more than 7 different legacy data sources and systems.

Legislation Process Map   Deloitte Touche Tohmatsu Limited
• Transcribed and visualized legislative obligations of Australian Federal Agency staff in the form of a comprehensive process flow.
• Incorporated stage gates and directives for escalation when process requirements were not met.

Enterprise Data Warehouse   Spark Sport (Spark New Zealand Limited)
• Designed enterprise database for use in business intelligence reporting, insight creation and statistical modelling.
• Developed automated reports and dashboards to monitor data and data warehouse uptime.
• Extensively documented and managed complex end-to-end data migration, data model and data warehouse structure.
• Provided guidance to data engineering team in overall data warehouse construction and implementation.

Streaming Index   Spark Sport (Spark New Zealand Limited)
• Developed versatile numerical index (0-100) to gauge user streaming quality experience.
• Utilized rigorous quality testing to ensure validity of implemented metrics.
• Effectively communicated and documented quality index to provide understanding and confidence in its usage for wider business.

Streaming Crisis Response   Spark Sport (Spark New Zealand Limited)
• Part of crisis response team to identify more than 110,000 eligible customers impacted by significant platform issues for compensation.
• Implemented, tested and deployed natural language algorithm to map inconsistently entered customer details against auto-populated customer data stored within the company's data warehouse.

Customer Membership Segmentation   New Zealand Automobile Association
• Utilized qualitative and quantitative analysis across different internal and external sources to develop unique marketable user groups.
• Developed and presented actionable insights and stakeholder-specific use cases to best utilize segmentation project in maximizing future engagement and uptake of products and services.

Vehicle Registration Database   New Zealand Automobile Association
• Development of a fully usable database containing vehicle plate information of more than 45,000+ vehicles for future Member Segmentation and Propensity Modelling projects.
• Orchestrated individual meetings with inter-company stakeholders to push and promote the use of the Plates Database.
• Implemented over five of the possible 24 use cases of the database as presented to stakeholders.

Automated Reporting   New Zealand Automobile Association
• Reduced annual time required to produce regular reports by over 60% from 2,140 total annual hours down 1,270.
• Streamlined target modelling processes within SAS Enterprise Guide to reduce regular run time.
• Used visual reporting tools such as Tableau to automate more than 100 manually created visual reports cross 12 inter-company divisions.