

Ching Hui Ng

chinghui.com | linkedIn://ching-hui-ng | nchinghui@gmail.com | +65 96459319

SKILLS

- Project Management
- CSS | HTML | Python | SQL
- Power BI | PostgreSQL
- English | Mandarin | Bahasa Indonesia

EXPERIENCE

NTUC FAIRPRICE CO-OPERATIVE LTD | EXECUTIVE (FAIRPRICE ON, CLICK & COLLECT)

DEC 2017 – PRESENT | Singapore

- Lead projects with multiple stakeholders to improve omni-channel experience & efficiency
- Analyze geographical data, purchasing data and store layout to select Click & Collect Points
- Uncover hidden insights through stores visits and interaction with ground staff
- Prepare and present project reviews
- Streamlined 90% of the training materials to accelerate learning
- Key stakeholders: Various internal functions, Group Managers (brick-and-mortar), Exxon Mobil
- Key projects: Grocery Drive-Thru Internal pilot (Aug 2018), Family & Friends Referral Program (Mar 2018)
- Training(s): Brand Storytelling

NORTH EAST AIRCONDITIONER AND MATERIAL PTE LTD | PROJECT & SALES EXECUTIVE

FEB 2017 – NOV 2017 | Singapore

- Initiated and executed a series of projects, saving > 380 hours/year
- Key projects: Digitalisation of quotation process, Redesigned stock check process, Development of table of products' specifications & relationships
- Training(s): CAPM, Building Human Capital in an SME Environment, WSQ Draw Digital Images

NINJA LOGISTICS PTE LTD | PROJECT MANAGEMENT ASSOCIATE

JUN 2015 – NOV 2016 | Singapore

- Initiated and executed operational efficiency initiative, saving > 200 hours a year
- Led weekly discussions with Director of Fleet through weekly prepared reports to prioritize & reinforce processes to drive compliance, thereby optimizing customers' experience
- Adapted cross-border process to educate Indonesia Team on cross-states operational process
- Key projects: Redesigned penalty system, Implementation of new processes for new 3rd party international shipment providers, Automated customized emails, Procurement of supplies (> 15% cost savings)

MARCELLA HOLDINGS PTE LTD | OPERATIONS INTERN

MAY 2014 – AUG 2014 | Singapore, Melbourne, London

- Optimized shopping experience of custom made shirts, acquiring > 800 new customers
- Initiated, analysed & presented profitability data of pop up stores held to the CEO

CAR CLUB PTE LTD | ADMINISTRATIVE & SALES ASSISTANT

DEC 2011 – JUN 2012 | Singapore

- Educated customers on the telematics & mobile technology operated car-sharing service
- Rectification of financial data errors

EDUCATION

UNIVERSITY OF LONDON INTERNATIONAL PROGRAMMES | B.Sc. IN ECONOMICS & MANAGEMENT

Singapore | 2nd Upper Honours

INTERESTS

Travel | Run | Yoga | Hike | Read | Technology (Product Management, New Retail, Automation)