

# Ching Hui Ng

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## EXPERIENCE

### **NORTH EAST AIRCONDITIONER AND MATERIAL PTE LTD |**

#### **PROJECT & SALES EXECUTIVE**

**FEB 2017 – Present | Singapore**

- Streamlined sales process, saving > 200 hours/year with Excel formulas powered templates.
- Redesigned the stock check process, eliminating manual counting of goods in transit & minimizing human errors, saving > 180 hours/year.
- Achieved the company's 1st online B2C conversion, & created a template to make listing products online more efficient.
- Initiated & developed a table of key products' specifications & relationships to improve the efficiency of new staff training.

### **NINJA LOGISTICS PTE LTD | PROJECT EXECUTIVE**

**JUN 2015 - NOV 2016 | Singapore**

- Implemented operational changes, saving >300 hours a year.
- Utilized mail merge scripting to automate the sending of customized emails.
- Worked with Fleet Head to identify, prioritize, & implement processes within Fleet Team to optimize customers' experience.
- Implemented an operational process to capture drivers' issues from all channels i.e. Zendesk.
- Generated the data on penalties monthly.
- Led the weekly discussions to develop & reinforce strategies to resolve key issues.
- Structured & oversaw new services i.e. international shipments.
- Led 3 series of changes to facilitate new 3rd party partnerships.
- Educated the Indonesia Team with co-founder on new process.
- Sourced supplies overseas, achieving > 15% cost savings.

### **MARCELLA HOLDINGS PTE LTD | OPERATIONS INTERN**

**MAY 2014 - AUG 2014 | Singapore, Melbourne, London**

- Optimized the shopping experience within the pop-up stores, acquiring >800 new customers.
- Initiated & presented the profitability data 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.
- Utilized Excel functions to rectify financial data errors efficiently.
- Established a work flow to facilitate the training of new staff.

## ACTIVITIES

2017	Facilitator	MIT App Inventor Workshop
2014	Mentor	SIM Peer Mentor Programme
2012	Education Co-ordinator	Lao - Singapore Friendship Project

## EDUCATION

### **UNIVERSITY OF LONDON INTERNATIONAL PROGRAMMES**

**B.Sc. IN ECONOMICS & MANAGEMENT**

**AUG 2012 – MAY 2015 |**

**Singapore**

**2nd Upper Honours**

## LINKS

LinkedIn:// [ching-hui-ng](#)

## PROJECTS

### **THE BUJO CO | MARKETER**

**Jun 2017 – Present | Singapore**

Self-funded initiative to inspire worthwhile productivity.

Designed the label with Adobe Illustrator.

Secured the website with SSL.

Converted online sales.

Social Media Copywriter at @thebujoco.

### **Hey Daddy | Copywriter**

**Feb 2017 - Mar 2017 | Singapore**

As part of a Train-the-Trainers programme, worked with Stephanie to create a web app platform for fathers to access a curated set of childcare materials.

Designed the logo with Adobe Illustrator.

Updated the social media icons. Copywriter.

## SKILLS

### **LANGUAGE**

Proficient: English • Chinese  
 Beginner: Bahasa Indonesia

### **SOFTWARE**

Proficient: Microsoft Excel  
 Familiar: Adobe Illustrator • SAP • Sublime Text

### **PROGRAMMING**

Familiar: CSS • HTML  
 Beginner: Python • SQL