

Ching Hui Ng

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SKILLS

- Project Management
- Excel (vlookup, pivot tables)
- Basic: CSS & HTML
- Power BI
- Proficient: English & Mandarin
- Learning SQL, Python & Bahasa Indonesia

EXPERIENCE

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

DEC 2017 – PRESENT | Singapore

- Conceptualized, designed and piloted drive-thru grocery collection to enhance customer experience
- Streamlined 90% of the training materials to accelerate learning
- Analyze purchasing data and store layout to select Click & Collect Points
- Lead projects with multiple stakeholders to improve omni-channel efficiency, raise awareness & optimise customer experience
- Identify key parameters & design formulas to facilitate the measurement of projects

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

FEB 2017 – NOV 2017 | Singapore

- Initiated the revamp of quotation process, saving > 200 hours/year with digitization & Excel templates
- Redesigned stock check process with a reduction in manual counting efforts, saving > 180 hours/year
- Developed a table of products' specifications & relationships to improve the efficiency of new staff training

NINJA LOGISTICS PTE LTD | PROJECT MANAGEMENT ASSOCIATE

JUN 2015 – NOV 2016 | Singapore

- Leveraged on scripting to automate the sending of customized emails, saving > 200 hours a year
- Led weekly discussions to identify, prioritize & reinforce processes to optimize customers' experience
- Generated, analyzed & leveraged the monthly data to drive the reduction in penalty occurrences
- Led 3 series of operational changes to facilitate new 3rd party partnerships for international shipments
- Adapted cross-border process to educate Indonesia Team on cross-states operational process
- Sourced for supplies, achieving > 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
- Mapped work flows as part of audit process

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)