

Ching Hui Ng

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SKILLS

- Project Management
- CSS | HTML | SQL
- UiPath | Power BI | Google Data Studio
- English | Mandarin | Bahasa Indonesia

EXPERIENCE

NTUC FAIRPRICE CO-OPERATIVE LTD | SENIOR EXECUTIVE (FAIRPRICE ON, ROBOTIC PROCESS AUTOMATION)

DEC 2019 – PRESENT | Singapore

- Self-taught API connectivity to facilitate building of automation projects
- Automated responses to customers' requests (> 60% requests being responded to within an hour)
- Training(s): UiPath RPA Developer

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

DEC 2017 – NOV 2019 | Singapore

- Led projects with multiple stakeholders to improve omni-channel experience & efficiency
- Analyzed geographical data, purchasing data and store layout to select Click & Collect Points
- Uncovered hidden insights through stores visits and interaction with ground staff
- 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)

EDUCATION

UNIVERSITY OF LONDON INTERNATIONAL PROGRAMMES | B.Sc. IN ECONOMICS & MANAGEMENT
Singapore | 2nd Upper Honours

INTERESTS

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