

Ching Hui Ng

<http://chinghuing.com>
nchinghui@gmail.com | +65 96459319

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 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

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|------|------------------------|------------------------------------|
| 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