

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 powered templates
- Redesigned stock check process, eliminating manual count of goods in transit, saving >180 hours/year
- Achieved the 1st online B2C conversion, & created a seamless process for listing new models
- Developed a table of 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
- Led weekly discussions with Fleet Head to identify, prioritize, implement & reinforce processes to optimize customers' experience
- Generated the data on penalties monthly.
- Led 3 series of operational changes to facilitate new 3rd party partnerships for international shipments
- 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.
- Effectively utilized Excel functions to rectify financial data errors
- Established a work flow to facilitate the training of new staff

EDUCATION

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

AUG 2012 – MAY 2015 | Singapore | 2nd Upper Honours

PROJECTS

THE BUJO CO JUN 2017 – Present | Singapore

Designed label / Secured the website with SSL / Converted online sales / Copywriter at @thebujoco.

Hey Daddy FEB 2017 - MAR 2017 | Singapore

Designed logo / Copywriter / Updated basic front-end elements

SKILLS

LANGUAGE • Proficient: English | Chinese • Beginner: Bahasa Indonesia

SOFTWARE • Proficient: Microsoft Excel • Familiar: Adobe Illustrator | Git Bash | SAP | Sublime Text

PROGRAMMING • Familiar: CSS | HTML • Beginner: Python | SQL

ACTIVITIES

2017 Facilitator MIT App Inventor Workshop