# Cristian Ying

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## Work Experience

**FLEXPORT** Hong Kong                                                                                    Jan 2021 – Present
**Business Intelligence Analyst**
- Converted Data into actionable insights for the Global Ocean team
  - i.e., Which clients are high cost to serve? Which Carriers are under performing? Which teams are underperforming? Where do we need to allocate our resources? etc.
- Created dashboards for tracking the team's main KPIs, SLAs and WBRs
- Utilized SQL, DBT, Snowflake and Looker for data transformation, analysis, and visualization
- Developed and maintained company's Looker BI-tool and metrics documentation to enable self-serve data analysis by all employees across the company
- Worked with product team to define and analyze the success of their new product launches
- Resolved all stakeholders' Jira tickets within each sprint
- Nominated top contributor of the company's DBT and Looker GitHub repos
- Trained and mentored new hires on how to work with the company's complex datasets

**FLEXPORT** Hong Kong                                                                                    May 2018 – Dec 2020
**Senior Global Operations Associate**
- Coordinated the shipments' operations of our clients, by creating SOPs and delegating the operation tasks between operations associates and specialists
- Assisted manager to coach and mentor newly hired operations associates and specialists
- Managed and looked after clients that brought a total revenue of 40 million USD per year
- Participated in the Ocean insourcing project and led my team to insource 80% of our volume
- Collaborated with the product team to develop 5 new product features, which reduced the overall cost to serve of our operation team by 10%
- Nominated to be one of the Asia Data Ambassador. Helped various operation teams create dashboards to better understand their clients' business needs and optimize their supply chain

**GIANNI LUPO** Italy                                                                                     Oct 2015 – Sep 2017
**E-Commerce Specialist**
- Developed and maintained the company's E-commerce website (www.giannilupo.com)
- Marketed the brand through SEM, SEO, social media channels, email marketing and O2O

## Skills

**IT skills:**
- **Programming languages:** SQL, LookML, Python (i.e., NumPy, Panda, Scikit-learn, Seaborn)
- **Software and tools:** Looker, Tableau, DBT, Snowflake, GitHub, Periscope, Jira, Microsoft Office

**Language skills:** English, Italian, Chinese - Mandarin

## Education

**Hult International Business School**                                                                    Sep 2014 – Aug 2015
Master's degree in International Business - *3.52 GPA*
**University of Birmingham**                                                                              Oct 2011 – Jul 2014
Bachelor's degree in Computer Science with Business and Management - *First Class with Honors*