

CYNTHIA LAM

Experienced Strategic Consultant with a passion for data and data analytics. I have demonstrated history of working in quant/qual with agency and client side environments.



EXPERIENCE

Current
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2021

Senior Analytics Consultant (2022-Jan to present) Analytics Consultant (2021-Mar to 2022-Dec)

Prospection

📍 Sydney

- Mentoring and managing junior consultants.
- Analysing and interpreting large datasets to help solve both simple and complex problems.
- Gathering information, formulating, testing hypothesis and gathering insights from big data.
- Developed, lead, manage and deliver various patient and prescriber projects across Australia & New Zealand.
- Lead solution design and client conversations across Australia & New Zealand.
- Research and development on product and creating working prototypes.

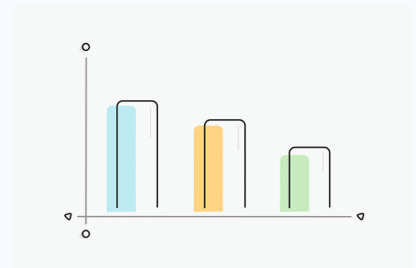
2021
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2018

Primary Research Senior Analyst (Research Manager) Higher Duties (Research & Data Analytics Manager) 2020-Feb to 2020-Nov

TAFE NSW

📍 Sydney

- In my higher duties position I also managed a small team of analysts.
- Develop research plan aligning research to business goals, ensuring cost effectiveness and efficiency. Also balancing what can be produced in-house versus externally.
- Leading research programs such as B2B & B2C brand trackers, student entry experience and the Voice of Customer program.
- Design, manage and deliver custom reporting tools and dashboards merging multiple data sources to assist in tracking the end to end customer journey into TAFE.
- Coordinate with various stakeholders (ICT, strategy and finance) to identify opportunities to increase efficiency and quality from existing data.
- Influencing data strategy with the current (and ongoing) implementation of new data system at TAFE NSW through identifying key data and business needs (for future and historic reporting), and alignment for insight generation and reporting purposes.



View this CV online <https://cynlam.github.io/cv/>

📄 Download a PDF of this CV

CONTACT

✉ cynlam49@gmail.com

🐙 github.com/cynlam

🌐 [linkedin.com/in/cynthialam](https://www.linkedin.com/in/cynthialam)

SCRIPTING

VBA

SQL

R

Python

TOOLS

Market Research: Q research software & Qualtrics

Visualization: PowerBI

Statistical: SPSS, Latent Gold and R-sw platform (Demia)

Microsoft Office Suite including VBA, Power Query, data models and DAX

Made with the R package [pagedown](https://github.com/nstrayer/cv). The source code is adapted from github.com/nstrayer/cv.

Last updated on 2022-10-23.

2018
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2016

Consultant

Kantar Health

📍 Sydney / Singapore

- Lead consultant in Sydney, responsible for leading projects liaising with and maintaining client relationships and delivering projects end to end.
- Designed and managed end-to-end local and regional consulting and market research projects. Total projects worked on exceed AUD\$1m+ annually.
- Key contact point for external and internal clients. Responsible for client-facing proposal meetings to final presentation of reports.
- Research and creation of all materials from quant questionnaires and qual discussion guides, interviewing, data tabulation, analysis, charting and writing of reports.
- Conducting research for market insights (including custom, patient journey, brand health, pre-launch and optimisation), clinical insights (pipeline prioritisation, competitive comparisons, asset evaluations), risk management & safety surveillance (adverse event reporting, patient registries and observational studies), forecasting (demand uptake, patient flow, patient preferences), commercial & corporate effectiveness (sales force effectiveness, physician experience, corporate brand management and tracking).
- Identify new opportunities to increase efficiency and quality of research processes and outputs.

2016
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2013

Account Manager (2016-Feb to 2016-Jun) Senior Research Executive (2013-Jun to 2016-Feb)

Ipsos

📍 Sydney

- All aspects of project coordination and execution, supporting key client partners in a variety of industries including finance & banking (in particular home loans, wealth management, life insurance), FMCG (baby products, confectionary etc) and Health Care.
- Conducting research in market understanding and measurement (custom, brand equity, connection and potential growth), innovation and forecasting (pre-concept, concept and product testing, forecast sales and uptake), PR research (custom research on trends and creative ideas dependent on client), shopper and sensory.
- Quality Assurance (QA) representative.
- Champion of Brand Health / Equity research.
- Certified as Ipsos Bayesian Network (IBN) analytics team for Australia and New Zealand.
- Liaise and manage day to day relationship with external suppliers – research panel suppliers, venue suppliers, individual packing suppliers & PR agencies.

2013
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2011

Project Manager




INSIDESTORY knowledge management

📍 Sydney

- Liaising with external suppliers, PA for CEO as well as project and respondent management.



EDUCATION

- **Masters of Management in Community Management**
University of Technology  Sydney
- **Postgraduate Diploma Psychology**
Murdoch University  Perth
- **Bachelor of Arts - Psychology**
Macquarie University  Sydney