Bryce Feng, MBA
905-348-6488 • fengbryce@gmail.com

Junior Business Intelligence Analyst

Recent graduate with MBA and multiple hands-on projects building databases and analysing complex datasets. Proven and successful project team member cultivating diverse and cohesive partnerships with dedication and fluency in Cantonese, Mandarin, and English languages. Positioned well to take on new role in data and business analysis.

Areas of Expertise

• Data Extraction & Integrity	• Analyses & Forecasting	• Customer Service
• Business Research	• Project Collaboration	• SQL
• Microsoft Excel & Access	• Data analysis	• Issue Resolution

EDUCATION

Master of Business Administration - Business Analysis Stream | Goodman School of Business - Brock University
St. Catharines, Ontario, Canada, 2016
Coursework: Advanced Business Analytics, Systems Analysis, Design, Applied Business Research, Database Management Systems

Professional Masters Preparation Certification | Brock University, St. Catharines, Ontario, Canada, 2015

ACADEMIC PROJECTS

- **Ontario Brain Injury - Association Database** Collaborated to develop database system with Access.
- **Esso Gas Station Simulation -** Simulated station operations to decrease waiting time by using Arena 10.
- **Project of Fallsview Casino -** Used SAS Enterprise Miner to analyse and diagnose crucial operational problem.

EXPERIENCE HIGHLIGHTS

EMBASSY SUITES, Niagara Falls, Ontario, Canada, 2017 to Present
Provide quality customer service and display exemplary team collaboration in one of the world's best-known hotel chains.
Front Desk Agent
Key Accomplishments:

- Gather and maintain customer information upon checks in and out, and achieve sales targets by keeping satisfactory room accommodations for customer comfort and enjoyment.

ONTARIO BRIAN INJURY ASSOCIATION, Thorold, Ontario, Canada, September to December 2016
Business Analyst
Developed new MS Access database to integrate patients' data, enabling receptionists to quickly access secure patient information.
Key Accomplishments:

- Created relational and productionized database structure to improve data, reduce data entry time, and provided end-users with detailed training to navigate and understand system for optimal use.

Previous Experience: Positions in hospitality and administrative roles from 2013 to 2016

TECHNICAL PROFICIENCIES

Microsoft Office Products | Access | SAS (Forecasting, Data Mining, Decision Tree) | Weka | SPSS | Arena (Simulation)