Elston Yeo Tian Hong

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About Me

Data Analyst with expertise in Python, SQL, and Google Cloud Platform (GCP), specializing in process automation, data integrity, and digital solution design. Experienced across pharmaceutical, IT services, and business solutions industries. Adept at translating business needs into scalable analytics solutions that reduce inefficiencies, improve compliance, and drive data-informed decision-making. Currently expanding expertise in AI automation and self-hosted technologies, with a strong focus on privacy-first solutions and knowledge sharing.

Technical Skills

Programming & Analytics	Python (Pandas, NumPy), SQL, Rust, JavaScript, HTML
Cloud & Databases	Google Cloud Platform (GCP), SQL Database Management
Automation & Tools	Google Sheets, AutoCount, Advanced Excel (PivotTables, VLOOKUP)
IT Support & Data Management	Process Automation, Troubleshooting, Backup & Recovery
Emerging Technologies	AI Automation (self-learning), Self-Hosting (Docker, VPS), Privacy & Security Practices

Professional Experience

Data Analyst | Opus IT Services Pte. Ltd. (Contractor at Roche), Singapore

(Jan 2024 – Jun 2025)

• Queried and validated large-scale datasets using SQL, ensuring compliance with pharmaceutical regulations and reducing data errors.

• Built internal project portals with Google Sites, improving project turnaround time by 40%.

• Automated workflows using Python and Google Sheets, cutting manual entry errors by 30%.

• Partnered with QA and Operations teams to deliver tailored digital solutions, improving reporting efficiency and collaboration.

Senior IT Support & AutoCount Specialist | Ingenious Business Solutions Pte. Ltd., Singapore & Malaysia (Hybrid)

(Jul 2022 – Nov 2023)

• Developed IT help-desk portal with HTML and JavaScript, reducing average support downtime for 100+ users.

• Delivered expert AutoCount ERP support including SQL troubleshooting, backup, and recovery, improving system reliability.

• Trained 10+ staff and authored technical documentation, decreasing repetitive support queries by 25%.

• Oversaw IT asset lifecycle from procurement to disposal, optimizing inventory costs.

Projects & Self-Learning

• AI Workflow Automation (Self-Learning): Building Python-based automation integrating generative AI for text/data tasks.

• Self-Hosting & Privacy Lab: Experimenting with Dockerized self-hosted services (Nextcloud, Vaultwarden) to enhance data ownership and privacy.

• Tech Tips & Knowledge Sharing: Documenting privacy-first practices and self-hosted setups to reduce reliance on third-party services.

Education

• Bachelor of Computer Science (Hons) | Oxford Brookes University | Graduated: 2021

• IGCSE O Level | Seri Omega International School | Graduated: 2019