

Elston Yeo Tian Hong

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Professional Summary

Results-driven Data Analyst with proven expertise in Python, SQL, and Google Cloud Platform (GCP). Experienced in automating workflows, ensuring data integrity, and translating business needs into impactful technical solutions. Collaborates effectively across teams to drive efficiency and deliver measurable results.

Technical Skills

- Programming & Data Analysis: Python (Pandas, NumPy), SQL, JavaScript, HTML, Rust
- Cloud & Databases: Google Cloud Platform (GCP), SQL Database Management
- Software & Tools: Google Sheets, Google Sites, AutoCount, Advanced Excel (PivotTables, VLOOKUP)
- Automation: Process Automation, IT Support & Troubleshooting
- Data Management: Data Backup & Recovery

Work Experience

Data Analyst | Opus IT Services Pte. Ltd. (Contractor at Roche) | Singapore Jan 2024 – Jun 2025

- Validated and queried large-scale datasets using SQL, ensuring compliance with pharmaceutical regulations.
- Developed internal project portals with Google Sites, improving project turnaround time by 40%.
- Automated data workflows using Python and Google Sheets, reducing manual entry errors.
- Collaborated with QA and Operations teams to design digital solutions tailored to business needs.

Senior IT Support & AutoCount Specialist | Ingenious Business Solutions Pte. Ltd. | Singapore & Malaysia (Hybrid) Jul 2022 - Nov 2023

- Created IT help-desk portal with HTML and JavaScript, reducing support downtime for 100+ users
- Provided expert Auto Count support including SQL troubleshooting, backup, and recovery.
- Trained 10+ users and authored technical documentation to reduce support queries.
- Managed IT asset lifecycle from procurement to disposal.

Education

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

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