

学历

南洋理工大学	新加坡, 2012-2013
硕士: 信息系统	
奥斯陆大学	挪威, 2009
交换学生: 大众传播	
中国传媒大学	中国, 2008-2012
工程学士: 计算机科学与技术	

工作经验

汇丰	中国广州
敏捷教练 (contract)	2019 - 至今
<ul style="list-style-type: none">管理全栈团队进行持续交付香港信用卡、借记卡、贷款开户产品, 日常帮助团队消除开发过程中的障碍, 长期通过培养T型人才优化敏捷活动, 以季度为周期与业务部门一同完成OKR。领导和参与香港零售业务敏捷转型, 培训相关IT团队了解敏捷理论、使用敏捷工具, 并协助敏捷流程落地应用到全软件生命周期, 实现整个信贷产品价值链从瀑布式向敏捷转型的过程。与业务、营销及上下游团队合作, 进行产品设计, 并负责交付及持续改进香港信用卡和借记卡开户应用。	
埃尔克森美孚	新加坡
信息系统分析师	2013 - 2019
<ul style="list-style-type: none">通过实践规模化敏捷框架 (SAFe)带领全球700人的团队进行转型, 以敏捷专家 (Scrum Master) 的身份领导和组织团队, 与业务负责人合作进行持续交付 (DevOps), 并且将这一自组织的流程推广至整个Manufacturing IT部门。熟练掌握信息技术基础架构库 (ITIL认证), 并且基于IT服务管理系统对全球化工生产系统 (流程监控、质量监控、时间管理) 进行运维支持、风险管理和干系人管理。管理6人团队支持3000余名新加坡本地用户的基础设施, 并且与全球团队协作进行项目设计、规划、复杂技术问题调查分析。与领导变革之父John Kotter合作, 应用变革八步法推动IT部门变革, 把成果融入文化。长期组织公司内部女性赋权活动, 户外环保活动, 新员工培训活动, 并2次荣获年度新加坡总经理奖。使用UIPath, PowerShell script, Splunk, AppDynamics进行自动软件监控, 并且针对常见问题进行自修复; 使用Tableau, SQL, SAP HANA, BI设计可视化报表, 并且通过数据分析优化印度润滑油供应链。	
奥迪	中国北京
实习生	2012-2012
<ul style="list-style-type: none">在北亚研发中心参与汽车Infotainment Sytem自动测试和功能测试, 通过代码编写自动化生成测试报告。	
苹果	中国北京
专员	2011-2012
<ul style="list-style-type: none">在中国的第一家苹果零售店从事销售、客户培训、维修、收银、库房管理等工作。	

其他

技术技能: 数据库管理 (SQL and PL/SQL) , 数据分析 (Tableau, Python) , Office Excel/Access (VBScript), SAP, WebServices, Primavera, Kronos, Java, HTML/5, Jira

其他技能: 金融借贷产品, 石油化工行业流程, ITIL服务管理, 敏捷项目管理, 产品管理, 供应商管理, 干系人管理, 领导力, 远程协作

语言: 普通话 (母语) , 英语 (商务)

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EDUCATION

NANYANG TECHNOLOGICAL UNIVERSITY

Singapore, 2012-2013

Msc. Information System

Høgskolen i Oslo

Norway, 2009

Mass Communication (Exchange Program)

COMMUNICATION UNIVERSITY OF CHINA

Beijing, China, 2008-2012

BEng. Computer Science

EXPERIENCE

HSBC

Guangzhou, China

Agile Project Manager (contract)

2019 - Present

- Manage Scrum team to deliver HK lending products including credit cards, debit cards and loans opening applications in CICD manner.
- Lead value stream transformation at engineering team level via SAFe model in collaboration with business stakeholders.
- Aim at building a self-organised team with T-shape professionals to achieve ORKs in partnership with business.
- Involve in business requirement analysis, product design, product management and various activities relating to DevOps.

EXXONMOBIL

Singapore

Information System Analyst

2013 - 2019

- Practiced SAFe Agile project management methodology as Scrum Master, and build the basic process for 700 people IT organization in 9 months.
- Master IT Service Management (ITIL certified), IT Operation Excellence, IT Risk Management, and all corporate IT precesses.
- Managed the 6 people service provider team support 3000+ users on site in Singapore, and collaborated with global teams for tier 3/4 support, integration, enhancement, new projects and root cause analysis, etc.
- Implemented analytics solution (Tableau, SQL, SAP HANA, BI) for India Lubricant Supply Chain enhancement, global ITSM stewardship, application performance monitoring, manufacturing KPI stewardship, etc.
- Built automation solutions with UIPath, PowerShell script, Splunk, AppDynamics for application health monitoring, application self-recovery, operation planning, reporting purposes, etc.
- Led IT trainings, Women Interests Network, Customer Engagement Network, and IT Culture Transformation (with Kotter International by John Kotter), and twice recognized with Lead Country Manager Awards.

AUDI (VOLKSWAGEN)

Beijing, China

Intern

2012-2012

- Executed auto/manual testing for North Asia region on SUV models, and generate reports.

Apple

Beijing, China

Specialist

2011-2012

- Give training, warehouse management, marketing and sales in the first Apple retail store in China.

ADDITIONAL INFORMATION

Technical Skills: SQL and PL/SQL, Database Administration, Data Analytics (Tableau, Python) , Excel/Access (VBScript), SAP, LIMS, PI, WebServices, Primavera, Kronos, Java, HTML/5, Jira, AppDynamics, Splunk, CheckMarx

Soft Skills: FinTech, Refining and Chemical Process, Solution Consulting, Communication, ITIL Certified, ITSM, Agile Project Management, Product Management, Vendor Management, Stakeholder Management, Leadership, Virtual Teams

Languages: Mandarine (Native), English (Business)