

REBECCA NG LI GE

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EDUCATION

Singapore Management University (SMU) | Singapore

Aug 2020 – Apr 2024

- Bachelor of Business Management (Specialization in Operations and Strategic Management), Cum Laude
- Awards: International Women's Foundation Education Grant, Yung Pow How Bursary, K H Tan Endowed Study Award, DUO-Singapore MFA Exchange Fellowship & Char Yong (Dabu) Association, Singapore Study Award
- Projects: [Singapore Tourism \(Locomole\)](#), [Careforme \(Caregivers Alliance\)](#) [Six Sigma Green Belt \(SMU Office of Finance\)](#) (reduce billing enquiries by 20% yearly)

Jonkoping International Business School | Sweden (International Exchange Programme)

Aug 2023 – Jan 2024

- Strategy & Technology, Applied Management of Change and Innovation for Sustainability, Principles of Project Management
- Projects: Science Park Impact Challenge & Proposal Strategy for Mundekulla Retreat Center

WORK EXPERIENCE

Cordia Gradient (Cordient) | E-commerce Entrepreneur Founder

Oct 2014 – Present

- Spearhead diverse e-commerce sales on Shopee, Lazada, Carousell and Instagram, exceeding \$100k in sales
- Consult and negotiate overseas suppliers from China, Indonesia and Vietnam for incoming cosmetic stocks reducing cost by 10%

Dell Technologies | Procurement Intern (Supply Chain Analytics)

May 2023 – Jul 2023

- Developed a real-time inventory management dashboard using Power BI, enhancing forecasting accuracy for 140+ Solid State Device (SSD) types.
- Automated data cleaning processes using Power Query, resulting in a 40% improvement in efficiency.

Upmesh | Business Development Intern

Dec 2022 – Mar 2023

- Acquired 10 new suppliers to expand the Upmesh e-commerce platform
- Responsible for searching and onboarding 70 new leads, contributing to market share growth
- Collaborated with live sellers to improve the platform by implementing new mass function uploads

Shopee | Retail Operations Intern

Nov 2021 – Aug 2022

- Managed day-to-day e-commerce operations for major accounts (Google, Apple, Samsung, Logitech)
- Increased sales by 10% in Q1 by organizing category campaigns for corporate accounts exceeding a threshold of \$250k
- Conducted on-site creation of vouchers, running campaigns and promotions (e.g., in-store flash deals)
- Presented insights on Same Day Delivery profitability and practicality, leading to its implementation and a 30% profit increase.

Great Eastern Life | Customer Service Officer

May 2020 – Jul 2020

- Addressed customer complaints and mitigated dissatisfaction by providing timely and effective solutions
- Resolved concerns with claims and insurance related matters of more than 50 enquiries a day

Grab | Sales Operations Intern

Dec 2019 – Jun 2020

- Planned and coordinated physical classes to onboard and certify 40 Grab drivers on GrabPets, GrabFamily, and GrabCoach.
- Oversaw inventory activities (receiving shipments, stock-taking).
- Tracked invoices, purchase orders, agreements, and drafted reports to meet sales targets

CO-CURRICULAR ACTIVITIES, COMPETITIONS AND COMMUNITY SERVICE

Singapore Management University | Teaching Assistant & Student Mentor & Facilitator

Aug 2021 – Dec 2021

- Rendered administrative support in terms of attendance and class participation to two faculty in facilitating academic modules for Dr Goh Shao Hung (OPIM101 Operations) & Professor Shang Botong (FNCE101 Finance)
- Conduct, plan and execute undergraduate consultation sessions on techniques on technical analysis and inventory management

Lakeside Family Services (Taman Jurong Centre) | School Tutor Volunteer

May 2020 – Aug 2022

- Provided free tuition weekly in Mathematics and Science to 5 underprivileged students during the COVID-19 pandemic
- Educated students on entrepreneurship and techniques on starting their own business and how to start a platform

SMU Aquatic Sharks | Honorary General Secretary

Dec 2020 – Jan 2021

- Maintained the personnel records 164 members with the usage of Anthology Portfolio
- Draft marketing collaterals for using the 4Ps strategy to assist in recruitment and selection processes increase 20 to 50 members

LANGUAGES, SKILLS, AND INTERESTS

- Languages: English (Fluent), Mandarin Chinese (Fluent) and Bahasa Indonesia (Basic)
- Technical skills: Python, Power BI, Microsoft Office Suite (Excel, Word, PowerPoint), Canva, Adobe Photoshop, Tableau, Power Query, MiniTab, Continuous Improvement - Six Sigma Green Belt (in progress)
- Soft skills: Leadership, Communication, Critical Thinking, Teamwork, Adaptability, Problem-solving
- Interests: Supply chain management, data analysis e-commerce, business operations, technology, revenue optimization, continuous improvement swimming, kayaking, water polo