Jacky Tsai (Chi-Ying Tsai)

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Summary

I'm an experienced BI Engineer with 3 years of expertise in data analytics. Proficient in Python, SQL, and Tableau, I excel at handling complex data, delivering valuable insights through engaging dashboards, and I'm passionate about solving challenging problems through continuous learning.

Working Experience

Business Intelligence Engineer **Katun**   Taichung, Taiwan   2023/03 – Present

- Assisted the Taiwan Supply Chain Team in automating Excel documents, collaborating with US headquarter business analysts to streamline processes and ensure data accuracy.
- Delivered lectures on machine learning to colleagues, enhancing the team's understanding of advanced data analysis techniques.

Data Engineer **Sanyang Motor**   Hsinchu, Taiwan   2022/03 – 2023/03

- Participated in digital transformation projects, created Tableau dashboards for the Accounting department, and enhanced reports process efficiency.
- Designed data models and built pipelines to extract-transform-load data from Oracle/SQL databases for business intelligence tools.
- Conducted PEST research on customer preferences, collecting open data from government sources and integrating it with sales data to analyse the correlation between populations, economics, and sales.
- Planned and delivered a Tableau training course for 35 staff members from different departments, promoting the usage of Tableau throughout the company.

Data Analyst **foodpanda**   Taipei, Taiwan   2021/07 – 2022/02

- Supported the Customer Experience and Operation Team in building and maintaining dashboards to track customer satisfaction and product performance.
- Cooperated with fraud and legal teams to inspect unusual activities, analysing fraud behaviour.
- Designed web crawlers with Python to collect customer voices on social media and app stores, facilitating the detection of customer issues, and reporting the findings to stakeholders, resulting in SOP adjustments and a 60% reduction in similar issues.
- Developed automated text analysis tools to classify user feedback and created dashboards for managers to monitor 200,000+ monthly user reviews, enabling proactive detection of product defects and continuous improvement.

Education

University of Southampton   UK   2019/09 – 2020/09

MSc Business Analytics and Management Sciences

Professional Skills

Data Analytics

- Python, SQL, Tableau, Power BI
- Python Flask/ Dash - Web Dashboard
- Database ETL, Data Model
- GCP Environment Develop - Bigquery, Cloud Function, App Engine

Machine Learning / Deep Learning / NLP

Web Scraping / Git / Visual Studio / AWS