

# Jacky Tsai

## Data Engineer

Taichung, Taiwan

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Experienced Data Engineer proficient in Python, SQL, and Tableau, specializing in data process optimization, ETL implementation, and BI applications. Additionally, experienced in Machine Learning/AI and Cloud Services. Dedicated to continuous learning and innovation, and enjoy exploring new techniques and solving complex challenges in data analytics.

<https://jackcytsai.github.io/PersonalWebsite/>

## Working Experience

<b>Data Engineer</b>	<b>Katun</b>	Taichung, Taiwan	March 2023 – Present
<ul style="list-style-type: none"><li>Collaborated with U.S. Business Analysts to streamline and integrate the company's IFS ERP database with SSIS, Python, and SQL.</li><li>Developed and implemented BI solutions for reporting processes, leveraging Python Flask, SQL, and VBA, resulting in a 75% increase in operational efficiency.</li><li>Introduced Power BI for data visualisation, enhancing the team's ability to interpret and communicate complex data trends effectively.</li><li>Implemented a user-friendly interface using Python Flask to maintain report data, integrated with Oracle database, improving data management efficiency and automating report generation.</li><li>Conducted internal education and training sessions on Machine Learning, ChatGPT, and related topics, enhancing the technical and AI application capabilities of team members</li></ul>			
<b>Data Engineer</b>	<b>Sanyang Motor</b>	Hsinchu, Taiwan	March 2022 – February 2023
<ul style="list-style-type: none"><li>Collaborated on database structure clarification, data model design, and ETL pipeline creation for Oracle/SQL databases, facilitating integration with BI tools.</li><li>Leveraged Python for web scraping, data processing, and data visualisation, contributing to digital transformation projects and streamlining data-related processes.</li><li>Upgraded the accounting team's reporting process by transitioning from Excel to Tableau dashboards, improving efficiency and visual representation of financial data.</li><li>Planned and delivered a Tableau training course for 40 staff members across departments, promoting widespread Tableau usage throughout the company.</li></ul>			
<b>Data Analyst</b>	<b>foodpanda</b>	Taipei, Taiwan	July 2021 – February 2022
<ul style="list-style-type: none"><li>Supported Customer Experience and Operation Team in creating dashboards to monitor customer satisfaction and product performance.</li><li>Designed Python web crawlers to collect customer feedback from social media and app stores, leading to SOP adjustments and a 60% reduction in recurring issues.</li><li>Developed automated text analysis models and interactive dashboards using Python, ML, and BI tools. Monitored monthly user reviews, enabling proactive detection of product defects and driving continuous improvement efforts.</li></ul>			

## Education

MSc Business Analytics and Management Sciences	UK	July 2019 – December 2020
University of Southampton		

## Professional Skills

<b>Data Integration:</b> SSIS, ETL, Airflow, Databrick	<b>Machine Learning / Deep Learning / NLP</b>
<b>BI Tools:</b> Tableau, Power BI	<b>Cloud Service - GCP / AWS</b>
<b>Programming:</b> Python(Pandas, PySpark, Flask), SQL, HTML	