

Jacky Tsai

+886-965-520510

Jacky.cy.tsai@gmail.com

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

Summary

Experienced BI Engineer skilled in Python, SQL, and Tableau with focus on data process optimization, dashboard creation, BI applications, and Machine Learning. Committed to solving complex challenges through continuous innovation in data analytics.

Working Experience

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

- Collaborated closely with US headquarter business analysts to streamline processes, ensure data accuracy, and build data pipelines, utilising SSAS (SQL Server Analysis Services) and SSIS (SQL Server Integration Services).
- Supported the Taiwan Supply Chain Team in automating Excel reports with Power Pivot and Python, significantly enhancing workflow efficiency.
- Delivered lectures on Machine Learning to colleagues, enhancing the IT team's understanding of advanced data analysis techniques.

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

- Leveraged Python for web scraping, data processing, and data visualisation, resulting in the streamlining and modernization of various data-related processes as part of digital transformation projects.
- Supported the accounting team in upgrading their reporting process by implementing Tableau dashboards to replace traditional Excel reports, leading to more efficient and visually appealing financial reporting.
- Collaborated closely with team members to clarify database structure, designed data models, and created pipelines for ETL (Extract, Transform, Load) from Oracle/SQL databases to facilitate the integration with business intelligence tools.
- 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.
- 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 and interactive dashboards with Python, ML, BI tools. Monitor monthly user reviews and enable proactive detection of product defects and driving continuous improvement efforts within the organisation.

Education

University of Southampton UK 2019/09 – 2020/09

MSc Business Analytics and Management Sciences

Professional Skills

Data Analytics

- Python, SQL, Tableau, Power BI
- ETL, Data Model, SSIS

Machine Learning / Deep Learning / NLP

Web Scraping / GCP / Git