

Jacky Tsai

Business Intelligence Engineer

Taichung, Taiwan

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

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

Working Experience

Business Intelligence Engineer	Katun	Taichung, Taiwan	Mar. 2023 – Present
<ul style="list-style-type: none">Collaborated with U.S. Business Analysts to streamline and integrate the company's IFS ERP database with SSIS, Python, and SQL.Developed and implemented BI solutions for reporting processes, leveraging Python Flask, SQL, and VBA, resulting in a 75% reduction in report generation time.Introduced Power BI for data visualisation, enhancing the team's ability to interpret and communicate complex data trends effectively.Implemented a user-friendly interface using Python Flask to maintain report data, integrated with Oracle database, improving data management efficiency and automating report generation.Conducted internal education and training sessions on Machine Learning, ChatGPT, and related topics, enhancing the technical and AI application capabilities of team members			
Data Engineer	Sanyang Motor	Hsinchu, Taiwan	Mar. 2022 – Feb. 2023
<ul style="list-style-type: none">Collaborated on database structure clarification, data model design, and ETL pipeline creation for Oracle/SQL databases, facilitating integration with BI tools.Leveraged Python for web scraping, data processing, and data visualization, contributing to PEST projects by providing analytics reports on current business market trends.Upgraded the accounting team's reporting process by transitioning from Excel to Tableau dashboards, improving efficiency and visual representation of financial data.Planned and delivered a Tableau training course for 40 staff members across departments, promoting widespread Tableau usage throughout the company.			
Data Analyst	foodpanda	Taipei, Taiwan	Jul. 2021 – Feb. 2022
<ul style="list-style-type: none">Supported Customer Experience and Operation Team in creating dashboards to monitor customer satisfaction and product performance.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.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.			
Auditor	Pwc	Taipei, Taiwan	Sep. 2017 – Sep. 2018
<ul style="list-style-type: none">In charge of small business audit cases, leading financial and tax audits, compiling analytical reports, and preparing financial statements. Additionally, adjusted underestimated revenue due to client accounting errors during the financial analysis process.			
Auditor	EY	Taipei, Taiwan	Sep. 2016 – Sep. 2017
<ul style="list-style-type: none">Implemented big data audit tools, established accounting databases to assist in the execution of annual audit cases, analyzed financial data, and provided analytical reports to support audit work.			

Education

MSc Business Analytics and Management Sciences	UK	July 2019 – December 2020
University of Southampton		
BA Accounting	Taiwan	Sep. 2011 – June 2015
Feng Chia University		

Project - Python Web Scraping and GCP Application



This project revolves around leveraging Python for data extraction and ETL (Extract, Transform, Load) operations. It involves utilizing web scraping and API extraction techniques to gather data from diverse sources and transform it into a structured format. Automation processes are established using GCP Cloud Scheduler to facilitate the storage of data in the BigQuery database. Additionally, a web-based analytical dashboard is developed using the Flask framework for visualization of the stored data. Deployment of this web-based dashboard is executed on Compute Engine.

Professional Skills

BI Tools: Tableau, Power BI	Machine Learning / Deep Learning / NLP
Data Integration: SSIS, ETL, Databrick	Cloud Service - GCP / AWS
Programming: Python, SQL, HTML	