


JESSIE NG

 (647) 985 1240

 jessieng723@gmail.com

 jessieng7

 jessieng7.github.io/resume

WORK EXPERIENCE

May 2023 – Present

Business Intelligence and Reporting Analyst • TD Bank Group

- Built dashboards, reports and processes to deliver business insights and strategic reporting to senior leadership team.
- Worked with business partners to gather requirements and understand business objectives to deliver reports on Tableau.
- Enhance existing Tableau reports to become more efficient and effective.

May 2022 – May 2023

Business Systems Analyst • TD Bank Group

- Performed and automated monthly data aggregation used to create monthly business reports for lines of business.
- Worked closely with stakeholders to provide operational and process-related analysis and support.
- Created a dashboard using JIRA fields to provide a line of sight on incident and change request tickets assigned to the offshore team.

July 2020 – April 2022

Business Analyst • EGATE Networks Inc.

- Worked directly with stakeholders to gather requirements for projects and created a project management plan that aligns with the company's strategic objectives.
- Effectively consolidated data to prepare and distribute monthly reports to relevant business unit owners.
- Worked hand-in-hand with Sales, Engineering and Technical Support to resolve all of the client's issues.

May 2019 – August 2019

Commercial Market Strategy Engineering Co-op • Ontario Power Generation

- Utilized VBA to automate various monthly facility reports for submission to the IESO.
- Responsible for performing activities to develop the annual OPG Contracts seven-year business plan including: benchmarking, strategic planning, generation and outage management, forecasting and commercial operations activities.
- Developed and implemented a VBA-based tool to calculate the availability of hydroelectric stations using outage and spill data.

May 2018 – August 2018

Junior Unified Communications Engineering Specialist • BMO Financial Group

- Used XCode to create a functional mobile application that tests connectivity to BMO internal resources, times the performance to a standard set of URLs and produces a report with the results.
- Created a visualization of the consolidated voice inventory and lifecycle worksheet using Spotfire. This can be presented to lines of businesses to help them understand the need for hardware and software refresh to maintain the expected support requirements.

EDUCATION

Bachelor of Engineering (Electrical and Biomedical Engineering)

McMaster University

Hamilton, ON

2014 - 2020

CERTIFICATES

- Google Data Analytics Professional Certificate, Coursera 2022
- Alteryx Foundational Micro-Credential, June 2024

KEY SKILLS

- PYTHON
- TABLEAU
- SQL
- MICROSOFT SUITE
- VBA
- JAVA
- DATA VISUALIZATION
- DATA CLEANING

LANGUAGE

- ENGLISH
- CANTONESE

REFERENCES

References available upon request