**Jim Chng**

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**EDUCATION ... ....**

**National University of Singapore (NUS) – Faculty of Science** May 2010 – Feb 2015

Bachelor of Science (Honours) Major in Statistics (Specialisation in Finance and Business Statistics)

Second Major in Financial Mathematics

Cumulative Average Point: 4.45/5

Faculty of Science Dean's List in Academic Year 2011/2012 Semester 2

Faculty of Science Dean's List in Academic Year 2012/2013 Semester 1

Faculty of Science Dean's List in Academic Year 2012/2013 Semester 2

**NUS (Suzhou) Research Institute** Dec 2013 – Jan 2014

**WORK EXPERIENCE ......**

**Great Eastern Life Assurance** Nov 2018 – Present

**Business Analyst, Management Information System Project, Group Finance**

* Support the implementation of a Group-Wide Management Information System, covering Data Management and Investment Book of Records to be used for performance and risk calculations.
* Gather and translate the requirements of performance measurement and attribution experts, and document these into project functional specifications. Work closely with the project manager, subject matter experts, stakeholders and users from various business groups, external vendors and IT to implement workable solutions and resolve project issues in a timely manner.
* Perform User Acceptance Testing and support business users in resolving testing issues.

**OCBC Bank** Jul 2015 – Feb 2018

**Assistant Manager, Payment and E-Banking Operations**

* Co-led a team to execute payment processing and leverage on technology to improve processes and execution of daily transactions. Prepare data and reports for Management Information System (MIS) periodic reporting, and derive insights for key management decisions.
* Coordinate and manage cross-functional stakeholders such as Technology departments and Products business units, to ensure accurate and timely processing.
* Manage and support payment systems under development, gathering requirements and performing user acceptance tests.
* Enhanced templates for end-of-day reconciliation with macros written in VBA, reducing manual calculations and transcribing errors.
* Developed a macro written in VBA to automate the consolidation of data for monthly billings, eliminating manual calculations and updating of reports.
* Six Sigma Lean Process Initiative – Spearheading the implementation of a digital payment form, onboarding 6 departments. Facilitated gathering of requirements, solutioning, onboarding and coordinating.

**Graduate Associate, Young Bankers Programme**

Young Bankers Programme O&T (Operations and Technology Division) is a 1-year structured graduate programme with foundation training and cross-departmental attachments.

* Gained exposure to the fundamentals of banking products (Remittance, FAST, GIRO, Cheques, Casher’s Order, Demand Draft, Syndicated Loans, Unsecured Loans, Credit Cards).
* OCBC O&T Dinner and Dance 2015 Events Committee – Coordinated a schedule of performances and arranged the facilities for the event. Conceptualised and produced marketing materials such as a series of videos and emailers to promote the event.

**Liberty Insurance Pte. Ltd., Marketing and Business Analytics Department** Apr 2015 – Jun 2015

**Intern**

* Experimented with Yellowfin Business Intelligence tool to design a financial reporting dashboard with capabilities to present periodic overviews and drill-down of accounts and financial performances to assist senior management in strategic decision-making.
* Analysed adjustments in claims processes and reserves.

**Ministry of Education Headquarters, School Planning and Placement Division** Jun 2014 – Jul 2014

**Intern**

* Researched and documented the latest developments in the Social Analytics landscape for further reviews of their applications in the Customer Data Analytics team’s projects.
* Extracted and prepared datasets from the Customer Relationship Management system, and proposed a model for customer profiling/segmentation of these datasets, based on unstructured text analysis and data mining techniques.
* Designed charts and tests to better understand the various issues and customer personas, to uncover emergent topics and improve workflow processes.

**CO-CURRICULAR ACTIVITIES and ACHIEVEMENTS**

**DataCamp Track – R Programmer** Aug 2019

**DataCamp Track – Python Programmer** Aug 2019

**DataCamp Track – Data Analyst with R** Aug 2019

**DataCamp Track – Data Analyst with Python** Aug 2019

**DataCamp Track – Data Scientist with R** Aug 2019

**DataCamp Track – Quantitative Analyst with R** Jul 2019

**DataCamp Track – Data Scientist with Python** Jul 2019

**Excellent Service Award 2017 – Silver Award** Oct 2017

**Singapore Bloomberg Aptitude Test (BAT) Challenge 2014 – Gold Award** Dec 2014

**NUS Students’ Union Volunteer Action Committee (NVAC) – Project Mam Xanh** Jan 2014 – May 2014

Project Mam Xanh is a long-term development project initiated by NVACin collaboration with Volunteers for Peace Vietnam (VPV), a non-profit voluntary organization that is actively involved with community development in Northern Vietnam.

**Marketing Executive**

* Advertised activities organised by the team to relevant agencies to raise awareness.
* Sourced for sponsorship to support community services in Vietnam, such as teaching English to the local students, building a kitchen for a local kindergarten, and assist with the refurbishments of the kindergarten’s classrooms.

**NUS Awards for Study Abroad Enhancement Scholarship** Dec 2013 – Jan 2014

**Society of Actuaries/Casualty Actuarial Society**

* Exam FM/2 (Financial Mathematics) **–** Grade 8 Oct 2013
* Exam P/1 (Probability) **–** Grade 10Jan 2013

**IT SKILLS and LANGUAGES**

* Fluent in English and Mandarin, both written and spoken.
* Proficient in Microsoft Office: Word, Excel, Access, PowerPoint and Visual Basic for Applications (VBA).
* Experience in statistical tools and programming languages such as R, Python, Statistical Analysis System (SAS), IBM Statistical Package for the Social Sciences (SPSS), and EViews.

**REFEREES**

* **Ryan Phang**

Vice President, Payment Operations, OCBC Bank

+6592352134

* **Fred Zhang**

Assistant Vice President, Payment Operations, OCBC Bank

+6592996612