**JING DAVIES**

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LinkedIn: www.linkedin.com/in/jingdavies  | GitHub: [github.com/jingd16](https://github.com/jingd16)

Business analyst with a background in financial services. Strategic and result-driven business and financial analysist with more than 10 years experience in business operations, account management, client relationship and new business development. Recognised as a visionary and creative thinker with strong analytic and interpersonal skills. A great team member and loves collaboration and team building. Experience in presentation and delivering to clients. Passionate in story telling using data analytic skills.

**TECHNICAL SKILLS**

**Languages:** Python, SQL, HTML/CSS, JavaScript, JSON, VBA

**Data Manipulation & Visualization:** Tableau, D3, Matplotlib, Plotly, BeautifulSoup

**Database:** PostgreSQL, MongoDB, SQLAlchemy

**Other:** Flask 1.0, Heroku**,** GitBash, GitHub, Microsoft Office Suite, Machine Learning, Big Data, Amazon Cloud

**PROJECTS**

**Happy Flyers**

Github: github.com/jingd16/We\_Believe\_We\_Can\_Fly | Web: happyflyers123.herokuapp.com

The purpose of this project was to utilise Machine Learning models in order to analyse airline customers satisfaction data and deploy it to a HTML page.

* Data cleaning using Python and Jupyter Notebook
* Created and trained Random Forrest model to make overall customer prediction
* Created and trained four Logistic Regression model for different customer profiles
* Used Flask to create a HTML page and connect to Machine Learning model for prediction
* Created web pages used HTML, CSS, Java Script, embedded visualisation with Flourish and Tableau

**European Holiday Planner**

GitHub:github.com/jingd16/Project\_Two |Web: europeancityholiday.herokuapp.com

This project showcased developing a dynamic website application to provide insight about European countries to potential travellers

* Used multiple databases to complete the project. Process included data clean-up, cloud data storage using Heroku, create and main server using Flask and API generation
* Used Python to clean up and joint databases
* Used PostgreSQL with Heroku for cloud storage
* Used HTML, CSS, JavaScript, Bootstrap and D3 for frontend visualisation

**WORK EXPERIENCE**

**Business Analyst** Jan 2021 – July 2021

**Impact Dynamic UK**

Helping the business consulting company to improve value manage toolset using Excel and Tableau. Building a webpage to allow better user experience using HTML, Java Scrip and Plotly. Understand business transformation.

**Relationship Manager - Premier Banking** Aug 2013 – Jan 2021

**Commonwealth Bank Of Australia**

Managed 250 of bank’s high valued personal, business and corporate clients, focused on property investment advice, portfolio growth, funds management, superannuation, insurances and account management. The role is focused on new clients acquisition as well as maintaining existing client relationships. Worked closely with Financial Advisors, Private Bankers and Business Bankers for additional advice and client transition. Developed great negotiation skills with clients, credit team and other bank’s departments.

**K**ey **A**chievements:

* Excellent in maintain customer relations and achieved customer experience survey over 95% within portfolio of 250 client relationships.
* Archived multiple bank awards (Ultimate Success, Diamond Lender, Gold Lender) and attended many awards events
* Participated the bank’s restructure and transformation of mortgage lending system and been able to launch successfully followed with ongoing feedbacks.
* Successfully hosted multiple seminars and events including:
  + Work place banking seminars
  + Student Banking seminars
  + Lunar New year Client Dinner
  + Financial Planning seminars (Women Focus)

**Personal Lending Manager** July 2008 – Aug 2013

**Commonwealth Bank Of Australia**

Worked in local bank to help personal clients with mortgage lending and property buying needs. Also helped manager with daily branch operation as a senior member of the branch. Arrange weekly training session with staff members to reinforce their knowledge in order to help branch performance.

**K**ey **A**chievements:

* Achieved Ultimate Success Best of Best individual awards
* Maintained over 90% customer satisfaction each year
* Multiple time winner of regional sales awards
* Hosted banking seminar as the main speaker with Colonial First State Property Management

**EDUCATION**

**Certificate, Data Analytics**          Monash University, Melbourne

**Bachelor of Business Information System** RMIT University, Melbourne VIC

**Postgraduate Diploma in Business Information System** Monash University, Melbourne VIC

**REFERENCE**

1. **Ms Susan Serin**

Senior Relationship Manager, Commonwealth Bank

Phone: 0401 559 925

1. **Mrs Kaye Nelson-Hill**

State Manager Referrers VIC, SA, WA, Westpac Bank

Phone: 0414 463 224

1. **Mrs Min Chen**

Private Banking Manager, Commonwealth Bank

Phone: 0404 094 437