

Lim Jin Jye (JJ)

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Career Summary

A detailed oriented and highly adaptable individual who recently completed studies from SUSS, BSc in Information and Communication Technology. Able to work as an individual or in a group setting with minimal supervision required. Currently seeking for a career in the data analytics field with the knowledge of Python, SQL, and Data Virtualization using Tableau.

Skills & Abilities

PROGRAMMING

- Python
- Tableau
- SQL
- Microsoft Office/Google Workspace: PowerPoint, Excel, Word

Experience

MINISTRY OF HEALTH | DATA ANALYST (CONTRACT) | AUGUST 2021- CURRENT

- Collect and record COVID-19 Vaccination data submitted by the different centres and hospitals
- Create report and presentation slides for daily dissemination purpose.
- Using Python to automate data collection process, reducing time required from hours to minutes.

STARHUB | RETENTION AND BASE VALUE MANAGEMENT | JUNE 2021- AUGUST 2021

- Manage and drive campaigns in online, tele-sales and physical stores to minimise churn and increase ARPU for home products (TV and Broadband) with the help of data models
- Manage and coordinate upsell/cross-sell marketing campaigns through Email, SMS, and in-app notifications
- Collect data and create low fidelity dashboard to understand and tackle the reasons of churn in TV services which evolved in person store surveys

STARHUB | USER ACCEPTANCE TESTING EXECUTIVE (CONTRACT) | JUNE 2017 – JUNE 2021

- Facilitate Sprint Reviews and Retrospective and contributed to process improvement as part of Agile methodology for faster app release cycle, doubling release for MyStarHub App (MSA)
- Review, identify requirement gaps and inconsistencies for Waterfall projects
- Draft and execute test cases for MSA projects such as Mobile iD, new Rewards system, and Partnership products such as Disney+ and Amazon Prime
- Heavily involved in the Revamp of MSA which increased user rating from 1.5 stars to 4.4 stars in move Google PlayStore and Apple App Store

TRAINING SPECIALIST | ARMOUR TRAINING INSTITUTE (ATI) | APRIL 2016 - MAY 2017

- Indent, Allocate and carried out ammunition briefings for all ATI trainings wings and Reservist units
- Create Weapon Danger Area (WDA) mapping for all live firing training for ATI and Reservist units

- Plan and forecast regimental duties for more than 30 officers and warrant officers monthly
- Implemented ammunition forecast & tracking spreadsheet for better allocation planning

ENTERPRISE RISK SERVICES (ERS) INTERN | DELOITTE & TOUCHE LLP | APRIL 2014 – AUGUST 2014

- Assisted executives in collating and researching Singapore listed companies and its background
- Help Supervisor to carry out User Acceptance Testing on completed system and creation of user guide
- Assisted Supervisor on the installation of IBM DB2

Education

DEGREE | JANUARY 2018 - OCTOBER 2021 (EXPECTED) | SINGAPORE UNIVERSITY OF SOCIAL SCIENCES(SUSS)

- Bachelor of Science in Information and Communication Technology (BICT)
- Pass with Merit
- Relevant Coursework: Database Management System, Data Programming, Analytics for Decision-Making, Big Data Computing in Cloud, Principle of Project Management

DIPLOMA | APRIL 2012 - APRIL 2015 | TEMASEK POLYTECHNIC

- Diploma in Business Information Technology (BIT)
- Relevant Coursework: Database Information System, Data Mining

Certification and Awards

- Coursera/Google
 - Google Data Analytics Certificate/Specialization
- PeopleCert/SUSS
 - ITIL v4 Foundation Certificate in IT Service Management
- Singapore Armed Forces – Armour Training Institute (ATI)
 - Best Commander of the Month (February 2017)

Personal Project

- ASEAN COVID-19 Dashboard using Tableau Public - [Tableau](#)
- Python/Pandas Project - [Kaggle](#)

References

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