

Lim Jin Jye (JJ)

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Career Summary

A detailed oriented and highly adaptable individual who recently graduated from the SUSS whilst holding a position of UAT Tester. 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.

Skills & Abilities

PROGRAMMING

- Python (Pandas, Matplotlib)
- Tableau
- SQL
- Microsoft Office/Google Workspace: PowerPoint, Excel, Word

Experience

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 (UAT) EXECUTIVE | 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)
- 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

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

References

Yin Kiat Chong

Digital Programme Manager, StarHub

+65 9841 2730

Nicole Ong

Assistant Digital Project Manager, StarHub

+65 9457 2648

INTERIM TRANSCRIPT

LIM JIN JYE
BLK 498A TAMPINES STREET 45
#03-362
SINGAPORE 520498

Name : LIM JIN JYE
Personal Identifier : H1810218

NRIC/FIN/PP No. : S9490029H
Date of Issue : 23 June 2021
Page Count : Page 1 of 4

This transcript shows that the student named above has successfully completed the listed courses leading to the qualification shown below. For an explanation of the terms and symbols used, please see the other side of this transcript.

Year	Semester	Course	Title	Credit Units	Result	Grade Point
2018	1	COR160	Essential Academic Writing Skills	2.5	B-	3.0
2018	1	ICT131	Introductory Programming and Object Oriented Concepts Using Java	5.0	F	0.0
2018	1	ICT201	Further Programming and Object Oriented Concepts Using Java	5.0	C+	2.5
2018	1	MKT202	Marketing Management	5.0	C	2.0
2018	2	COR167	Managing Your Personal Finances	2.5	A-	4.5
2018	2	ICT131	Introductory Programming and Object Oriented Concepts Using Java	5.0	B+	4.0
2018	2	ICT133	Structured Programming	5.0	B+	4.0
2018	2	ICT162	Object Oriented Programming	5.0	B+	4.0
2018	2	SST101	Principles of Project Management	5.0	B-	3.0
2019	1	ICT114	Computer Architecture	5.0	C	2.0
2019	1	ICT239	Web Application Development	5.0	B+	4.0
2019	1	SST102	Human Factors and Systems Design	5.0	B-	3.0
2019	1	SST201	Sustainable Society Through Innovative Technology	5.0	A-	4.5
2019	2	ANL203	Analytics for Decision-Making	5.0	B+	4.0
2019	2	ICT246	Operating Systems	5.0	A-	4.5
2019	2	ICT259	Computer Networking	5.0	B	3.5
2019	2	ICT335	Cloud Computing: Business Case and Technical Models	5.0	A-	4.5
2019	2	ICT337	Big Data Computing in the Cloud	5.0	B+	4.0
2020	1	ICT225	Management Information Systems	5.0	A-	4.5
2020	1	ICT226	Enterprise Systems and Integrated Business Process	5.0	A-	4.5
2020	1	ICT233	Data Programming	5.0	A-	4.5
2020	1	ICT265	IT Service Management Fundamentals	5.0	A	5.0
2020	2	BUS101	Management	5.0	B+	4.0

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Year	Semester	Course	Title	Credit Units	Result	Grade Point
2020	2	ICT330	Database Management Systems	5.0	B	3.5
2020	2	ICT340	Application Analysis and Design	5.0	B-	3.0
2020	2	SST301	Strategic Management of Technology	5.0	P	-
2021	1	ICT318	Network Security	5.0	B-	3.0
2021	1	ICT348	Information Security Offence Defence and Incident Management	5.0	A-	4.5
Total number of credit units counted towards this award:				130.0		
Cumulative Grade Point Average:						3.61

Degree Conferred By: Singapore University of Social Sciences

Title

Classification

Date of Conferment

*BSc Information and Communication
Technology*

To be confirmed

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This is a computer-generated document and signature is not required. SIM University (UniSIM) was re-named Singapore University of Social Sciences (SUSS) on 17 March 2017 as part of its restructuring to become Singapore's newest autonomous university. The Official Transcript with conferment details will be posted to graduates 3 months after the release of the final examination results. For clarification, please contact our Student Support Department at tel: 6248 9111 or email: students@suss.edu.sg.

Credit units and levels

The University uses a credit unit system in which 120 (prior to 2007)/ 130 (from 2007) credit units lead to a basic degree and 160 (prior to 2007)/ 170 (from 2007) credit units lead to an honours degree.

Total number of units

This includes all the credit units that have been counted towards this qualification, including any credit transfer, subordinate award and collaborative courses from approved institutions.

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Grade Legend

University Scale	Grade (SUSS)
85 – 100	A+
80 – 84	A
75 – 79	A–
70 – 74	B+
65 – 69	B
60 – 64	B–
55 – 59	C+
50 – 54	C
45 – 49	D+
40 – 44	D
< 40 marks/Fail	F
Withdrawal	W
Pass with Distinction	PD
Pass	P
Two semesters Project/Capstone courses	–
This is applicable only for Capstone Courses where an extension (IP) is granted	IP

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Classification of Degrees

Honours Degree Classification

Class of Honour	CGPA	Remarks
First Class**	4.50 – 5.00	All courses (ie. courses at all levels) are counted in honours classification.
Second Upper	4.00 – 4.49	
Second Lower	3.50 – 3.99	
Third Class	3.00 – 3.49	
Pass	2.00 – 2.99	

**A student must achieve at least an A- in the designated Capstone project.

Basic Degree Classification

Class of Award	CGPA	Remarks
Pass with Merit	3.20 – 5.00	Applicable for July 2012 graduating cohort onwards
Pass	2.00 – 3.19	

----- End of Transcript -----