

# Josh Loh

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## PROFESSIONAL SUMMARY

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Bringing one year of technical consulting experience combined with data analytics skills to solve problems with a data-driven approach and a results-focused mindset. Experienced in collaborating within agile environments, utilising large datasets to drive business decisions through key insights.

## TECHNICAL PROFILE

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### Programming

- Python
- R

### Structured Query Language

- PostgreSQL
- T-SQL

### Data Visualisation

- Power BI
- Tableau

### Code & Project Management

- Git
- Azure DevOps
- Jira
- Confluence

## PROFESSIONAL EXPERIENCE

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### KPMG

*Data & AI Consultant*

Feb. 2024 – Feb. 2025

*Melbourne CBD, VIC*

- For an industry-leading chemical, energy and fertiliser supplier company, as a data engineer, supported the implementation of **SAP**:
  - Led the end-to-end migration of data from four source systems to **SAP** across six critical data areas, leveraging **T-SQL** and **Oracle SQL** to extract from a data warehouse and **CloverDX** to build **data pipelines** for transformation and loading (ETL).
  - Developed and executed data quality rules and checks for over **20 client source data areas** using **T-SQL** and **CloverDX**, running monthly processes to populate and refresh **Power BI** dashboards, which drove an increase in overall client data quality from **81.7%** to **98.6%**.
  - Conducted stakeholder workshops to align data mapping and remediation strategies, utilising interactive **Power BI** visualisations and **Excel** reports to drive effective client remediation efforts and capture business processes for integration into **SAP**.
  - Utilised **Jira** and **Confluence** in an agile work environment to streamline stakeholder collaboration, track progress, and document blockers and requirements, ensuring smooth management and execution of the migration process for critical data areas.
- Software developer for an **AI-driven** risk-compliance **SAAS** tool for a multi-billion-dollar telecommunications corporation.
  - Developed **API** integration scripts using **Python** to connect to generative AI and automate **Excel** report generation.
  - **Prompt Engineering** to improve AI compliance insights, iterating progressively based off stakeholder input.
  - Utilised **Git** for version control and efficient code management in a team of 7 developers.
- Developed an **Excel**-based lease payment calculator for a renewable energy company, streamlining financial operations.
  - Utilised **VLOOKUP**, pivot tables, **INDEX MATCH**, **IF** statements, and error-catching techniques.

### Nissan Australia

*Customer Service Consultant*

Jun. 2023 – Jan. 2024

*Wentworth South, VIC*

- Acted as the primary point of contact for customers, addressing inquiries, resolving issues, and providing timely and accurate information regarding Nissan products and services.
- Managed a high volume of **50+** customer calls per day, exceeding service quality and call duration benchmarks by **47%** ensuring customer satisfaction and efficient issue resolution.
- Demonstrated strong negotiation skills and de-escalated challenging situations, maintaining a positive rapport with customers and ensuring their concerns were addressed effectively.

### Market Solutions

*Team Leader*

Feb. 2023 – Jun. 2023

*Remote*

- Successfully trained and **onboarded 9 employees** in market research and telephone survey techniques, resulting in an increased average team survey completion rate of **52%** compared to previous employees.
- Implemented the overhaul of a survey script for a cycling infrastructure market research project across **12 local councils**, enhancing clarity and reducing call hang-ups by **28%**.
- Delivered catered training to employees under performance management, reducing their average survey time by **6 minutes**.

### KPMG

*Analytics & Data Management Intern*

Nov. 2022 – Feb. 2023

*Melbourne CBD, VIC*

- For a large mining entity, conducted wage compliance analysis and built upon an analytical **T-SQL** model to calculate pay differences for remediation.
  - Assisted in identification of pay discrepancies, uncovering over **\$300,000** in underpayments and overpayments for employees.
- For a government department, **digitalised 500+** nurses & clerics timesheets through manual data entry with an accuracy of **98.7%**.
  - Top performer in a team of **11** other interns.

## EY Sweeney

*Market Research Interviewer*

Oct. 2021 – Jul. 2022

*South Melbourne, VIC*

- Performed market analysis through in-person telephone interviews, achieving an **80%** higher **KPI** (success rate, call duration) than the company average.
- Conducted in-person surveys, leveraging strong interpersonal skills to engage participants, encourage survey completion, and ensure accurate data collection.

## Woolworths

*Deli Worker*

Oct. 2016 – Nov. 2021

*Camberwell, VIC*

- Developed strong communication and interpersonal skills by assisting customers in a retail environment, servicing an average of **300** customers daily.
- Gained in-depth industry knowledge of food handling, safety regulations, and retail operations while managing daily cleaning and closing procedures.
- Provided tailored recommendations and handled deli-related inquiries, enhancing product knowledge and customer satisfaction.

## PROJECTS (refer to: <https://joshlohx.github.io/>)

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### Global Electronic Retailer Dashboard (Power BI)

- Designed an executive-purposed dashboard to review outlet performance using **key retail metrics**, including:
  - average transaction value (ATV); basket size; top-performing products
- Utilised **Power Query** for **data cleansing, wrangling** and transformation to ensure data accuracy and consistency.
- Implemented region and outlet-level performance comparison to support data-driven decision-making.

### 8-Week SQL Challenge

- Completed **8 case studies** using **PostgreSQL**, solving **126 complex queries** involving **data cleansing, transformation, and wrangling** across diverse datasets.
- Optimised query performance by leveraging CTEs, window functions and effective join types.

### Melbourne Property Sales Dashboard (Tableau)

- Developed a prospective investment property-focused dashboard, analysing **18,000+** property sales in Melbourne.
- Conducted exploratory data analysis (**EDA**) to identify key factors influencing housing sales.
- Analysed property industry specific attributes:
  - Property type: house, townhouse, units and apartments
  - Number of rooms, bedrooms, and bathrooms.
  - Suburb characteristics, such as council jurisdiction and land size.

## EDUCATION

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### Monash University

Graduated Jan. 2024

*Bachelor of Commerce: majoring in Business Analytics & Finance*

- 3.4 GPA, 78.6 WAM
- Treasurer at Australia China Youth Association (ACYA) Monash

## ENTERPRISE SKILLS, CERTIFICATIONS & INTERESTS

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- **Enterprise Skills:** stakeholder management, deliverable ownership and execution; leading meetings & workshops; conveying technical insights to non-technical audiences; agile project management
- **Certifications:** AZ-900 (Azure Fundamentals)
- **Interests:** tennis; travel; running; guitar; video games; computers

## REFERENCES

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- Abuday Sharma, KPMG – Manager; 0478 222 855; asharma28@kpmg.com.au
- India Howard, KPMG – Manager; ihoward1@kpmg.com.au
- Tony Zhang, KPMG – Senior Consultant; 0427 656 660; tzhang31@kpmg.com.au