

Josh Loh

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WORK EXPERIENCE

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 on 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 connecting to internal KPMG gen-AI using **Python** to automate **Excel** report generation.
 - Prompt Engineering** to improve AI compliance insights, progressively iterating based off stakeholder input.
 - Utilised **Git** for version control and efficient code management in a team of 7 developers.
- Developed an **Excel**-based payment calculator for a renewable energy company, streamlining financial operations.
 - V-lookups; pivot-tables; index matching; if statements; error catching

Nissan Australia

Customer Service Consultant

Jun. 2023 – Jan 2024

Wantirna South, VIC

- Represented Nissan Australia as the primary point of contact for customers seeking assistance or information.
- Handled 50+ customer concern calls a day, successfully de-escalating challenging situations whilst maintaining rapport.

Market Solutions

Team Leader

Feb. 2023 – Jun. 2023

Remote

- Successfully trained and **onboarded 9 employees** in market research techniques, resulting in an increased average team survey completion rate of **57%** compared to previous employees.
- 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.
- 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

- Conducted market analysis through in-person telephone interviews with participants averaging **80%** higher **KPI** (success rate, call duration) than company average.
- Brainstormed and communicated with supervisors about implementing improvements on survey structure to optimise success rate.

Woolworths

Deli Worker

Oct. 2016 – Nov. 2021

Camberwell, VIC

- Worked in a direct face-to-face environment with customers, building communication and interpersonal skills.
- Responsible for handling deli-related customer enquiries, cleaning and closing.
 - Learned to deal with unexpected situations in a calm and reassuring manner.
 - Acted in alignment with Woolworths's code and conduct to ensure customers' satisfaction.
 - Worked in a fast-paced environment, servicing an average of **300 customers** a day, with 2-3 other staff.

PROJECTS

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 different join types.

World Happiness Report

- Utilised **R** for **data-tidying** and **wrangling** to develop a comprehensive report, incorporating **HTML** and **CSS**, that provides insights into global happiness trends, showcased through interactive visualisations.

Data Professional Survey Breakdown

- Leveraged **Power Query** for **data transformation** and preparation, creating an interactive **Power BI** dashboard that delivers insights into data professionals worldwide from survey results.

EDUCATION

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

SKILLS, CERTIFICATIONS & INTERESTS

- **Skills:** PostgreSQL; T-SQL; Power BI; Python; Clover DX; SAP S/4 HANA; Excel; Jira; Confluence; Git
- **Certifications:** AZ-900 (Azure Fundamentals)
- **Interests:** tennis; travel; running; guitar; video games; computers

REFERENCES

- 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