

Josh Loh

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PROFESSIONAL SUMMARY

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 and utilising large datasets to drive business decisions through key insights.

TECHNICAL PROFILE

Programming

- Python
- R

Structured Query Language

- PostgreSQL
- T-SQL

Data Visualisation

- Power BI
- Tableau

Code & Project Management

- Git
- Azure DevOps
- Jira
- Confluence

EDUCATION

Monash University

Bachelor of Commerce: majoring in Business Analytics & Finance

Graduated Jan 2024

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

Certifications

- AZ-900 (Azure Fundamentals)

PROFESSIONAL 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 data migration from **4** source systems to **SAP** across **6** finance and sales data areas, leveraging **SQL** to extract from a data warehouse and **CloverDX** to build **data pipelines** for transformation and loading (ETL).
 - Improved **client data quality** from **81.7% to 98.6%** across 20+ data areas by implementing **SQL**-based validation rules and automating insights in a monthly **Power BI** dashboard for stakeholder reporting.
 - Conducted stakeholder workshops to align data mapping from source systems to SAP, using **Excel** reports to drive effective mapping and document business processes for integration.
 - Utilised **Jira** and **Confluence** in an agile environment to enhance stakeholder collaboration, track progress, and document blockers and requirements, ensuring a smooth migration process.
- Software developer for an **AI-driven** risk-compliance **SAAS** tool for a market-leading telecommunications corporation.
 - Developed **API** scripts to automate prompt generation for generative AI, streamlining **Excel** report creation.
 - Refined AI-generated compliance insights through iterative **prompt engineering**, incorporating legal team feedback to improve accuracy and alignment with regulatory standards.
 - 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 XLOOKUP, INDEX MATCH, IF statements, and error-catching techniques.

Nissan Australia

Customer Service Consultant

Jun 2023 – Jan 2024

Wantirna 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

- Onboarded and **trained 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**, reducing call abandonment rate by **18%** and call length by **33%**.
- Delivered catered training to employees under performance management, improving their survey completion rate back to company average.

KPMG

Nov 2022 – Feb 2023

Analytics & Data Management Intern

Melbourne CBD, VIC

- For a large mining entity, conducted wage compliance analysis and built upon an analytical **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 1500+** nurses & clerics timesheets through manual data entry with an accuracy of **98%**.
 - Top performer in a team of **11** other interns.

EY Sweeney

Oct 2021 – Jul 2022

Market Research Interviewer

South Melbourne, VIC

- Performed market analysis via telephone interviews exceeding company benchmarks by 40% in success rate and call length.
- Conducted in-person surveys, leveraging strong interpersonal skills to engage participants, encourage survey completion, and ensure accurate data collection.

Woolworths

Oct 2016 – Nov 2021

Deli Worker

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/>)

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** and **wrangling** to ensure data accuracy and consistency.
- Implemented region and outlet-level performance comparison to support data-driven decision-making.

8-Week SQL Challenge (PostgreSQL)

- Completed **8 case studies** 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 Report (Python & Tableau)

- Developed a Tableau dashboard, analysing **12,000+** property sales in Melbourne.
- Utilised **Python** and **Jupyter Notebook** for **data cleansing** and **wrangling**.
- Analysed property specific attributes:
 - Property type: house, townhouse, units and apartments
 - Location: suburb, longitude, latitude.
 - House sale price.

ENTERPRISE SKILLS & INTERESTS

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

REFERENCES

- Abuday Sharma, KPMG – Manager; 0401 823 707; asharma28@kpmg.com.au
- Tony Zhang, KPMG – Senior Consultant; 0427 656 660; tzhang31@kpmg.com.au