Ng Li Juan (Jance Ng)

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Nationality: Singaporean | Availability: 1 month notice

PROFESSIONAL SUMMARY

- Business analyst at DBS's Group Finance Platform department, collaborating with various stakeholders of different ranks to understand their requirements and translating business requirements to technical solutions
- Extensive experience in Procurement, Sales, and Support Analysis across industries relating to Defence, Security, Banking and Finance, Tech, Automobile and Digital Marketing in regional settings across Singapore and Latvia.
- Always been passionate about using data analysis to optimize process and improve revenue, and therefore decided to upskill in the Data Science domain.

AREAS OF EXPERTISE

- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)
- Looker, Qilkview
- Python, SQL
- Support Analysis

- Process Optimization
- Stakeholder Relationship Management
- Sales
- Procurement
- Contract Management

- Strategic Leadership
- Vendor Management / Evaluation
- Team Supervision & Development
- German & Spanish

CAREER HISTORY

DBS Bank	Mar 2021 – Present

Business Analyst (Data Hub Team)

- Support the whole project lifecycle from gathering requirement, working with the technology team to convert business requirement to technical solutions, supporting testing, facilitating implementation, to production and documentation
- Gather data requirement from downstream Finance systems, communicate data requirements to Project Team and ensure data is sourced in through the correct pipeline to subledger table and PDM tables for reporting purposes.
- Assess and propose appropriate testing approach and conduct UAT Testing
- Data extraction and analysis with HeidiSQL, Celerity and Qlikview
- Currently working on an 8 million project for credit card system, first project to source in through One Finance Platform data framework
- Supported implementation of new system for DBS's first credit card in India
- Tactical data migration for Lakshmi Vilas Bank merger, looking at about 1.7 million lines of data

Factset (Riga)	Nov 2019 – Feb 2021

Financial Language Analyst

- Track, research and collect financial and company information about venture capital investments, IPO companies and acquired private companies in the Chinese market
- Translate info from Mandarin to English, and add them into Factset's database
- Ensure data quality by improving translation and dictionaries based on equity researchers and analysts' feedback

Essence Global	Apr 2018 – Oct 2019

Support Analyst

- Provide support to global users (EMEA, APAC and NA) through Jira tickets, Hangout and in-person
- Communicate users' impact to Product Owners to facilitate backlogs prioritisation and update users promptly
- Assess workaround solutions for effective prioritisation of tickets backlog and track the progress with Kanban
- Gather users' feedback and provide business perspectives during the new feature release testing, training and demos
- Investigate issues & convert into users' stories, ensure data accuracy, and maintain the knowledge base
- Extract and analyze data using SQL with Looker and DBeaver
- Data visualization and dashboards creation for users using Looker, to help users story-tell the data with their clients
- Received several shoutouts from users for resolving their issues swiftly
- Initiated an intro programme to new joiners that introduced the support team and basic training of the system, afterward, more users reached us upon stumbling on issues

Uber (Lion City Rentals)   **Sep 2016 – Dec 2017**

Purchasing Executive

- Step up and guide the department during times of vacated leaderships
- Mentor a co-worker with zero procurement knowledge and manage two temporary workers
- Act as the go-to-person to analyse sales demand and deliveries to strategize COE bidding
- Nurture professional relations with related authorities and dealers to ensure seamless operations
- Redefined the Procure to Pay (P2P) process to eliminate business risk
- Identified debts by a dealer (Sunrita Pte Ltd) that failed to deliver cars and successfully pushed for delivery; key person to support the top management and lawyers for operational details about the case
- Initiated and completed various vehicle grooming projects to reduce complaints about dirty cars
- Went beyond to optimise the workflows and eliminate duplications through standardised Google Sheets using Query, Index and Match, and Pivot Table, etc
- Expanded the company's fleet size by 8,000 cars with each contract valuing millions of dollars and achieved the largest private hire fleet in Singapore

Maybank Kim Eng Securities   **Sep 2014 – Aug 2016**

Investment Sales Dealer

- Provide sales service and trade execution of global financial market products to retail and corporate clients
- Educate clients about financial products and terminologies, including equities, fixed income, listed-derivatives, currency, and various structured-products
- Collaborate with regional research and investment banking & advisory teams to extend product suite and reach
- Engage in Know Your Customer (KYC) compliance with Monetary Authority of Singapore (MAS)
- Introduced the bond investment to retail clients and helped them to make profits through the bond flipping

Certis CISCO Security   **Jun 2013 – Aug 2014**

Procurement Associate

- Develop and analyse business reports to track performances and submit the reports to the top management
- Source for new suppliers while maintaining robust working relations with existing suppliers
- Successfully fulfilled clients' urgent requests and ad-hoc assignments, such as National Day Parade (NPD)
- Assisted the company to save about $150K through effective contract negotiations and Lean Six Sigma (LSS) projects
- Reorganised the department's buying strategy to categorise buying from individual business unit support
- Revamped the vendor evaluation process for more rounded evaluation

ST Logistics   **May 2012 – Jun 2013**

Procurement Executive

- Plan the purchasing for major projects, such as the pixelated uniform and establish tenders and contracts
- Monitor the stock movements to minimise inventory holdings and ensure timely deliveries
- Liaise well with customers and negotiate with suppliers
- Coordinated effectively with the newly established sourcing office in HK to purchase black non-woven bags from China and arrange our own shipping, which saved SGD 21K

EDUCATION

Data Science Immersive, General Assembly	Present – Mar 2023
Bachelor's degree Major in Economics, National University of Singapore	2011
Diploma in Banking and Financial Services, Singapore Polytechnic	2008