

LU WOON PANG

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Data analytics portfolio: luwoon.github.io

SUMMARY

Analytical and detail-oriented professional with over two years of experience in data analytics. Proficient in leveraging business intelligence tools such as IBM Cognos Analytics, SQL, Microsoft Excel, and Tableau to analyse operational efficiency, derive actionable insights, and communicate findings to key stakeholders. Proven record of utilising creative methods to automate data tasks and minimise manual processes. Committed to continuously learning new technologies and best practices in the field of data.

EXPERIENCE

Statistics Senior Executive | Central Narcotics Bureau

MAY 2022 – PRESENT

- Utilise IBM Cognos Analytics, SQL, Tableau, and Microsoft Excel for data cleaning, processing, and visualisation, producing regular reports and visualisations to monitor performance metrics
- Work closely with other departments, senior management, and regional stakeholders to understand data requirements and present data-driven recommendations, influencing policy formulation and operational efforts
- Automate data processing tasks by creating SQL scripts and management dashboards, reducing manual actions by 75%
- Provide guidance and training on data analysis tools and techniques to staff from various departments, fostering a data-driven culture within the organisation
- Led the publishing of the 2023 annual statistical release, ensuring data integrity and accuracy, and received CNB's Commendation Award for exceptional performance

System Development and UX Intern | Singapore Police Force

MAY 2021 – JUL 2021

- Supported user testing and project management for the implementation of a new human resource and operations system
- Re-designed training materials for ground officers and manpower staff, incorporating user-centered design principles to enhance usability and understanding
- Formulated and presented change management and training strategies to ensure successful uptake of system

Tax Officer | Inland Revenue Authority of Singapore

JAN 2018 – JUL 2021

- Provided advice and assistance to over 5000 callers while maintaining consistently high KPI scores
- Received Top Performer Award for six consecutive months for demonstrating excellent customer service and communication skills
- Served as first point of contact for taxpayers' income tax-related difficulties, resolving issues and providing clear guidance

SKILLS

- Microsoft Office: Excel, PowerPoint, Access etc.
- Business Intelligence Platforms: IBM Cognos Analytics, Tableau, Power BI
- Data Analytics: SQL, R, Python, SPSS
- Languages: Proficient in English and Chinese
- Machine learning: Worked with team to develop image classification model using H2O.ai Driverless AutoML and progressed to final stage in Ministry of Home Affairs' Data Science Hackathon 2022

EDUCATION

Bachelor of Social Science (with Honours) in Psychology (Distinction) | Nanyang Technological University

AUG 2018 – JUL 2022

- President Research Scholar and recipient of Undergraduate Research Excellence Award 2020
- Vice-President (2020-2021) and Treasurer (2019-2020) of NTU Symphony Orchestra
- Relevant courses: Applied Statistical Methods for Psychological Research; Information Visualization and Presentation