

Pang Lu Woon

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Data analytics portfolio: luwoon.github.io

WORK EXPERIENCE

STATISTICS SENIOR EXECUTIVE

May 2022 - Present

Central Narcotics Bureau

- Utilise IBM Cognos Analytics, SQL, and Microsoft Excel for data cleaning, processing, and visualisation, producing regular reports and visualisations to monitor performance metrics
- Analyse drug trends and present data-driven recommendations to senior management and regional stakeholders quarterly, influencing policy formulation and operational efforts
- Automate data processing tasks by creating SQL scripts and management dashboards, reducing manual actions by 75%
- Provide expert guidance and training on data analysis tools and techniques to staff from various divisions, 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

May 2021 - Jul 2021

Singapore Police Force

- 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

Jan 2018 - Jul 2018

Inland Revenue Authority of Singapore

- 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, Power BI, Tableau
- 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

NANYANG TECHNOLOGICAL UNIVERSITY

Aug 2018 - July 2022

Bachelor of Social Science (with Honours) in Psychology (Distinction)

- 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