

Kan Ka Man, Mandy

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A technology enthusiast who enjoy problem solving and passionate about data science & business intelligence. Experienced in regional BI projects (Power BI, Tableau & Service Now) and e-commerce operation. With well understanding on business analytics, ETL and system development life cycle.

WORKING EXPERIENCE

RICOH ASIA PACIFIC OPERATIONS LIMITED

Aug 2019 - Aug 2020

Business Analyst Associate (Business Intelligence)

- Collect, analyze, and transform user requirements into well-defined project documentation and project deliverables
- Assist the data governance and business requirements definition activities per corporate roadmap
- Participate in regional Data Warehouse and BI projects (Service Now & Power BI), develop and maintain the APAC regional Dashboard

LANE CRAWFORD (HONG KONG) LIMITED

Nov 2017 - Aug 2019

Associate Business Analyst

- Gather, understand and document business objective for e-commerce projects
- Analyse the customer/user touch-points to achieve the business objectives, and ensure a positive experience of product and brand throughout usage
- Drive technology solution to transform business and process

Application Support

- Handle reported application issues with root cause analysis and resolution, and suggest on-going enhancements from business and system perspective
- Support business relationship management by managing user communication on support issues and user operations
- Pull raw data from database according to business needs

QUALIFICATIONS

IBM Data Science Professional Certificate (Coursera)

Python (Basic) Certificate (HackerRank)

LCCI Level 3 Certificate in Accounting Credit

LCCI Level 2 Certificate in Book-keeping and Accounts Distinction

TECHNICAL SKILLS

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|------------|------------|-----------|
| • Python | • SQL | • Tableau |
| • Power BI | • HTML/CSS | |

EDUCATION

XCCELERATE

Data Science and Machine Learning Bootcamp, 2020

CITY UNIVERSITY OF HONG KONG

Bachelor of Business Administration (Honours) in Marketing Information Management, 2017

NATIONAL CHENGCHI UNIVERSITY (TAIWAN) (EXCHANGE)

COMMUNITY COLLEGE OF CITY UNIVERSITY

Associate of Science in Creative and Interactive Media Production, Graduated with Distinction, 2014