

Contact

zann.ffy@gmail.com

www.linkedin.com/in/connie-zann-tan (LinkedIn)

Top Skills

Data Analytics

Data Visualization

Certifications

Certified Telecommunications
Project Management (CTPM®)

Certified Network Infrastructure
Design Professional (CNIDP®)

Tableau Fundamentals

Connie Zann Tan

Telecom Delivery Specialist at Microsoft (APAC)
Singapore

Summary

One who loves to turn data into useful insights to solve problems & persistent to overcome any obstacles encounter

Experience

Microsoft

Telecom Delivery Specialist

November 2020 - Present (2 years 7 months)

supporting Azure Cloud Network in connecting millions of people worldwide

NetLink NBN Trust

4 years 10 months

Senior Associate Engineer

July 2018 - April 2020 (1 year 10 months)

Identified gaps in the end to end business process, proposed solutions to address any bottle neck, improved provisioning turnaround time and also presented my findings through data visualizations to the management.

- Improved downstream provisioning turnaround time from 4 days to 1 day with the introduction of Ambulance Service to rectify fibre faults on the appointment day leading to an improvement in QoS; Percentage affecting Qos reduce from 0.15% (2016) to 0.02% (2019)
- Streamline of business processes for upstream provisioning from 3 days to 1 day between operations and service provisioning department to achieve an improvement in QoS;
Percentage affecting Qos reduce from 0.46% (2016) to 0.05% (2019)
- Lead a \$100,000 project which requires me to plan the end to end process to pre-provision the 1st fibre by working closely with all contractors and cross department internally

- Involved in the solution design and UAT testing for 2 major projects worth \$600,000 & \$7,200 to improve the business logic in the core systems.

Above initiatives resulted in an improvement for Insufficient Fibre Capacity; Percentage affecting Qos reduce from 5.60% (2016) to 0.37% (2019)

Overall, QoS performance has improved from 94% (2017) to 98.97% (Nov 2019)

Associate Engineer

July 2015 - July 2018 (3 years 1 month)

Singtel

3 years 3 months

Engineering Officer

September 2013 - July 2015 (1 year 11 months)

Customer Care Officer

May 2012 - September 2013 (1 year 5 months)

StarHub

Customer Care Consultant

October 2011 - March 2012 (6 months)

Education

Singapore University of Social Sciences (SUSS)

BSc Business Analytics, Business Administration · (July 2020 - July 2023)

Temasek Polytechnic

Business Information Technology · (2008 - 2011)