

# JANINE NG YOU-EN

## CONTACT DETAILS

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## PERSONAL PROFILE

A motivated and determined learner that is adaptable and enjoys collaborating with others. Strives for constant improvement in skills and abilities, with a passion for social and environmental causes.

## PROFESSIONAL SKILLS

Tableau, Power BI

IBM SPSS Modeler

SAS Forecast Studio

Design Thinking ( User Experience)

Adobe Photoshop and Illustrator

Microsoft Word, Excel, Powerpoint

## LANGUAGES

English  
Native

Chinese  
Fluent

Malay  
Fluent

## EDUCATION

- 2018 - Current Bachelor of Science in Business Analytics  
Singapore University of Social Sciences (SUSS) CGPA: 3.8
- 2015-2018 Diploma in Business Innovation and Design  
Singapore Polytechnic CGPA: 3.35
- 2010-2015 SMK Convent Muar

## WORK EXPERIENCE

### GlaxoSmithKline

#### Commercial Excellence Intern

Jan 2021 - Current

- Developed Power BI Dashboards and Excel Reports that maximizes use of data and support sales force performance.
- Analysed weekly sales achievements and sales activity using Excel reports.

### Centre for Applied Research SUSS

#### Research Assistant

Nov 2019 - Current

- Research and analyzed Employment in the Transport sector in Asia and created concise literature reviews to aid researcher's analysis.

### Isotop Corporation Sdn.Bhd June

#### HR, Finance & Admin Intern

July - Aug 2019

- Programmed leave entitlement excel calculator that shortened the time taken for monthly salary calculations.
- Elevated the company introduction Powerpoint slide designs and revised the company core values. New materials were used for future sales projects by general manager.

### Tony Moly Singapore Pte.Ltd

#### Marketing Intern

Oct 2017 - Feb 2018

- Collaborated with a new partner to feature products on their platform that attracted consumers in the Chinese market.
- Designed visual marketing advertisements for the brand's promotional material that attracted more sales during the holiday period and new outlet opening.
- Updated and maintained e-commerce and social media platforms and provided efficient customer service.

### Baba Wins Peranakan Restaurant

#### Service Crew

Sep 2015 - May 2018

- Improved restaurant's sales through upselling desserts and side dish menu items to the customers. Received a salary increment after 3 months of working.
- Garnered positive customer feedback from managers and customers for friendly and attentive customer service that resulted in returning customers for the restaurant.

## ACHIEVEMENTS & AWARDS

2018 - Singapore Polytechnic Director's Honor Roll

2017 - Singapore Polytechnic Excellence Awards - MakeupArtist Club (Vice President)

2014 - SMK Convent Muar Choir State level 3rd place (Vice President)

## ACTIVITIES

### WILDSMarines X NParks Community Service Learning Leader

December 2018 - Current

- Organized conservation activities to support Sungei Buloh Wetland Reserve events such as Mangrove Restoration.
- Created and conducted educational outreach program collaborating with social service agencies.

### Scripture Union Singapore, Fellowship of Evangelical Students Muar Assembly of God Youth Volunteer

June 2017 - Current  
2014 - Current

- Planned mass group activities (50 pax) and directed volunteers (10 pax) on the execution of the program.
- Liaised with invited speakers to communicate camp themes and expectations to achieve objectives.
- Mentored and encourage personal growth in younger members.