

# Lai Qun Mei Chloe

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## EDUCATION

**Singapore University of Social Sciences (SUSS)**  
**Bachelor of Business Analytics with minor in FinTech**

**Aug 2020 – May 2024**

**Nanyang Polytechnic**

**Apr 2016 – May 2019**

*Diploma in Infocomm & Security*

- Best Primers Award 2018/19
- Director's List Semester 1 2018/19

## WORK EXPERIENCE

**Overseas-Chinese Banking Corporation**

**Jun 2022 – Nov 2022**

*Data Analytics- Global Commercial Banking (Internship)*

- Reconcile data in ensuring the accuracy of the target data and original data are low
- Develop script for data extraction, cleaning, and transformation
- Design dashboard using PowerBI and utilize data visualization tools to provide advanced insights to internal clients

**Melo!**

**Feb 2021 – May 2022**

*Sales Assistant (Part-Time)*

- Recommending products or merchandise to help customers and inform them about the sales and promotions
- Maintaining a clean store daily and ensure merchandise is displayed in an appealing

**Overseas-Chinese Banking Corporation**

**Aug 2019 – Jul 2020**

*Bank Officer-Teller (Full-Time)*

- Ascertained customers' needs by providing account services, account related enquiry, information of new services and products or banking enquiry.
- Achieved branch's objective and service standards by going the extra mile
- Attained sales target, receive positive feedbacks and high satisfaction level from customers.

**Onwards Media Group Pte Ltd**

**Mar 2018 – June 2018**

*IT Support (Internship)*

- Evaluated application performance by writing and executing test scripts and compiling the results
- Box testing against test cases and draft the test report with different test case scenario
- Cleansed data sets to pass as parameters for machine learning algorithms
- Ensured that the deployment is smooth and has no bugs

## ACTIVITIES

**TOUCH Community Services**

**Jan 2020 – Present**

**Singapore University of Social Sciences**

**Jul 2021 – Aug 2022**

- Community Involvement at Mummy Yummy

**Nanyang Polytechnic**

**Apr 2017 – May 2019**

- President of NYP Primers Club (AY 18/19)
  - Vice-President of NYP Primers Club (AY 17/18)
  - Student lead for SIT Club Orientation Camp (AY 2017)
- Overseas Learning Trip (OSLT)
- TOUCH International Community program @ Sri Lanka

## SKILLS AND COMPETENCIES

- Language Fluency - (English (Native), Mandarin (Fluent))
- Technical Skills - (SQL, SAS, Python, Microsoft Excel, Data Visualization (Tableau & PowerBI), Machine Learning)
- Soft Skills - (Problem-solving skill, Leadership, Team player, Compassion)
- Certifications - (Google Data Analytics Professional Certificate | Google, Smart Business in the Digital Economy | SUSS-Taobao University)