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| **Tan JiaYi**  Mobile: +65 9145 9617 Email: jytan035@suss.edu.sg LinkedIn: [Tan Jia Yi](C:\\Users\\joycetankp\\Downloads\\linkedin.com\\in\\tjiayi) | | |
| **EDUCATION** | | |
| **Singapore University of Social Sciences** | | **August 2020 – May 2024** |
| |  |  | | --- | --- | | **Bachelor of Science in Business Analytics with Minor in Digital Content Marketing** | **(expected)** |  * CGPA 3.92/5.0 | | |
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| **Temasek Polytechnic** | | **April 2017 – February 2020** |
| **Diploma in Big Data Management & Governance**   * CGPA 3.47/4.0 | | |
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| **WORK EXPERIENCE** | | |
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| **SP Group - SP Digital** | | **January 2023 – July 2023** |
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| **Intern | Business Analytics**  * Developed real-time PowerBi dashboard enabled managerial to track and monitor meter readers on their jobs. * Performed data preprocessing on data stored in Big Query * Ingest Cleaned Big Query data into PowerBi and developed dashboard that allows stakeholders to track mobile app campaign. * Setup gateways connect and scheduling on PowerBi. | | |
| **NESUTO** | | **December 2016 – January 2023** |
| **Part-Time | Ground Service crew**   * Demonstrated good communication skills by providing recommendation to customers from difference walks of life. * Entrusted with leadership skills to guide new staff on the operation of the café. * Maintained health and safety standards and ensured customer-focused service. * Ensure quality of cakes and drinks to be served.   Manage customers complain, feedback and requests. | | |
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| **Cloud Comrade** | | **May 2020 – September 2020** |
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| **Freelancer**   * Built and completed a RESTAPI linkage between the company's Zoho CRM and AWS sales portal using python and AWS cloud services as part of the company's integration project with AWS. * Results of the project enabled the sales team to efficiently manage their leads and opportunity within two platforms as the platforms are linked and synced together in real-time. | | |
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| **Cloud Comrade** | | **July 2019 – January 2020** |
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| **Internship**   * Performed data cleaning on the company’s past and present data. * Consolidated the company’s data into a cloud repository to aid in real-time analysis. * Built a cloud based, end-to-end real time analytical dashboard on the company’s sales performances. * Constructed various dashboard to improve organisation performance management; dashboard such as employee time-log and employees’ certification. * Took the initiative and resolved company issues on sales quotation templates in the Zoho CRM system using the Zoho deluge function. | | |
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| **ACTIVITIES** | | |
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| **Youth Guidance Outreach Services (YGOS)** | | **May 2021 – January 2022** |
| |  | | --- | | **Volunteer** |  * Conducted enriching lessons for youth regarding various mental and community issues through games and sharing activity. * Provided guidance and listening hears for the youth in the center. | | |
| **TPCSC Shan You Food Distribution 2017** | | **January 2017 – January 2017** |
| |  | | --- | | **Position Title** |  * Participated actively through engagement with the elderlies in the center and helped pack the food distribution package for the food distribution activity. | | |
| **ACHIEVEMENTS AND AWARDS** | | |
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| * Graduated with Dell Global B.V. (Singapore Branch) Project Prize | | **February 2020** |
| * Selected for Industry Preparation for Pre-graduation Program (iPREP) | | **July 2018** |
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| **SKILLS** | | |
| * Software: IBM SPSS Modular, Tableau, PowerBI, RStudio, Qlik-Sense * Programming Language: Python, R statistical, SQL, HTML * Skills: Text Mining, Web Scrapping, Data Mining, Forecasting * Microsoft: Excel, Word, PowerPoint * Language Skills: English (Native), Mandarin (Fluent) | | |
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| **ANL Modules Grade** | | |
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| ANL201 - Data Visualisation for Business | A | |
| ANL203 - Analytics for Decision-Making | A | |
| ANL312 - Text Mining and Applied Project Formulation | A- | |
| ANL305 - Association & Clustering | A- | |
| ANL303 - Fundamental of Data Mining | B+ | |
| ANL252 - Python for Data Analytics | B | |
| ANL317 - Business Forecasting | B | |