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| TAN LI LIN  +65 8522 9606  lltan019@suss.edu.sg · [LinkedIn Profile](https://www.linkedin.com/in/tan-li-lin-858a78145/) |
| **CAREER OBJECTIVE**  To enhance and apply knowledge of Business Analytics to various situation in order to aid business to facilitate decision making through the different projects. |

# Experience

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| jan 2021 – jul 2021 (excpected)document management analyst (internship), bank of singapore  * Communicated with vendors to acquire their requirements for the enhancement of the current returned mail tracker system. * Identified areas of improvement from existing tracker and enhanced to the new tracker. * Managed daily business as usual process to keep colleagues abreast on the current situation that affected the process of dispatching of correspondences to clients. |
| feb 2018 – jul 2018customer service officer and admin assistant, e m services Pte ltd  * Consolidated relevant data and information to ease extraction for visualizations. * Created a manual guidebook of the operating system and excel tools use to generate visualization to assist new colleagues. * Generated visualizations to provide insights of divisions performance within Town Council, and to identify areas for improvement. * Improved access of documents through the consolidation of particulars and contract documents into excel spreadsheet. * Managed payment reminders with residents and assisted them in case of difficulty (if any).  Jul 2017 – jan 2018data analyst (internship), ministry of education, information technology branch  * Communicated with client to acquire their expected requirements for effective visual analyzation. * Identified trends of Singapore Youth Festival, Arts Presentation (SYF, AP) as of 2007 to 2017 by using analytical tools to obtain school’s performance throughout the years. * Discovered schools with low evaluation throughout the years based on each Arts Presentation and provide areas of improvement. * Digitized data with the use of excel spreadsheet for convenience in acquiring relevant documents. * Gained insights on the consistency of evaluators through digitized comment sheets and marks awarded. |

# Education

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| Jul 2018 – jul 2022 (expected)bachelor of business analytics with minor in digital media, singapore university of social sciences Achieved CGPA of **3.66 / 5.0**  Analytics courses taken:  ANL312 (Text Mining and Applied Project Formulation): **B+**  ANL201 (Data Visualization for Business): **A-**  ANL317 (Business Forecasting): **B+**  ANL310 (Business Analytics Applications and Issues): **B**  ANL307 (Predictive Modelling): **B**  ANL355 (Applied Operations Research): **A**  ANL321 (Statistical Methods): **B+**  ANL251 (Python Programming): **B+**  ANL303 (Fundamentals of Data Mining): **B**  ANL305 (Association and Clustering): **B+**  **Text Mining and Applied Project Formulation:** Application of Text Mining on Employee Satisfaction   * Utilized feedbacks from employees of International Business Machine (IBM) to predict the churn rate of these employees based on the different factors of work-life balance, environment, culture, management, job security and salary. * Display CART decision tree model to exhibit how factors affect employee churn. |
| May 2015 – May 2018diploma in business intelligence & analytics, temasek polytechnic Achieved GPA of 3.38/4.0 |

# Skills

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| * Python * Excel Macro (VBA) | * Microsoft Office * Tableau * IBM SPSS Modeler |

# Activities

**DEC 2019 – JAN 2020**

**OVERSEAS WINTER SCHOOL PROGRAMME,** GUIZHOU UNIVERSITY

* Chinese language studies
* Chinese culture learning journeys
* National Institute of Information Technology (NIIT) Course Completion

**JUL 2017**

TABLEAU ESSENTIAL TRAINING

**MAR 2017**

SAS PREDICTIVE MODELER CERTIFICATION