Ng Wee Kiat

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EDUCATION

Nanyang Technological University, Singapore   Jul 2021 – Jul 2025
Bachelor of Business Administration and Bachelor of Computer Science (Double Degree)
- Specialisation in Business Analytics
- Nanyang Scholarship Recipient
- Current CGPA: 4.30/5.00 (BUS) | 4.40/5.00 (CS)

INTERNSHIP EXPERIENCE

Sentient.io Pte. Ltd.   May 2022 – Aug 2022
Corporate Development Associate
- Sourced and evaluated strategic investments and partnerships in AI as a service sectors in Asia-Pacific region including Singapore, Malaysia, Indonesia, and Japan
- Prepared deal materials such as NDAs, management presentations, business plans and investor memorandums
- Managed development of Sentient.io's technology partnership webpage from wireframing to prototype deployment
- Acted as liaison between AI as a service market participants to identify potential strategic opportunities

Daimler South East Asia Pte. Ltd.   Nov 2021 – Jan 2022
Digital Transformation Intern
- Constructed PowerBI dashboards to elevate data interpretation of Service Desk Tickets / Service Requests
- Spearheaded weekly resource on-boarding meetings
- Interpreted Service Desk ticket data to enable up to 10% in ticketing cost reductions
- Enhanced visualisation and design of slide deck deliverables for management

United Overseas Bank (UOB)   Jan 2021 – Jul 2021
GTO Contact Centre, Business Analyst
- Deployed a VBA high frequency KPI data monitoring dashboard to improve visualisation of real time Call Centre performance
- Analysed real time Call Centre performance statistics and Agent Adherence reports to ensure Service Level and Response Time objectives are met
- Developed a QlikSense Topic Modelling App to analyse Customer Service Officer Call Wrap-Ups, improving Call Driver accuracy
- Performed Workforce Management roles such as capacity planning and agent scheduling based on call forecast data to optimize manpower distribution
- Automated vital Management Information Systems reports containing over 1000000 units of customer data using VBA and Windows Batch Scripting

United Overseas Bank (UOB)   Jan 2021 – Feb 2021
GTO Contact Centre, Customer Service Officer
- Handled Inbound and Outbound enquiries regarding Business Internet Banking in a fast-paced work environment
- Assisted high net worth customer profiles, serving as a first point of contact and technical resource for all customer inquiries and issues
- Facilitated information flow between customers to revolve concerns and questions, raising customer retention rate

PERSONAL COMPUTING PROJECTS - https://ngweekiat.github.io/OnlineResume/

LinkedIn Web Scraper   Nov 2021 – Feb 2022
- Deployed a LinkedIn web scraper to develop a database of over 5000 School Alumni for enhanced networking
- Utilised Selenium WebDriver to scrape information such as job experience, education, and skillsets off LinkedIn

CO-CURRICULAR ACTIVITIES

NBS Business Analytics Club – NBS Business Analytics Club President   May 2022 – Jul 2023
NBS Business Analytics Club – External Relations Manager   Jul 2021 – Jul 2022
NBS Banking and Finance Club – Projects Manager   Jul 2021 – Jul 2022

SKILLS

Programming Languages: Visual Basic, Python, C, HTML 5, CSS
Data Visualisation Tools: Microsoft Excel, Microsoft PowerBI, QlikView, Qliksense
Other Skills: Web Scraping with Selenium, Adobe Photoshop / Premiere Pro, Microsoft Office Suite