

Ngai Oi Lam, Venus

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WORK EXPERIENCE

Hang Seng Bank (Data & Analytics Office / Digital Business Services) Aug 2023 – Jan 2024
Student Intern Hong Kong

- Supported the Data Storage (DSTO) and Data Privacy (DPRIV) teams in managing and maintaining data assets
- Managed Data Access Request (DAR) log to uphold DAR history and streamline the current DAR process
- Created and maintained Direct Marketing (DM) use cases in the Risk Impact Assessment log to uphold use cases' history and streamline current use cases' processes.
- Consolidated Personal Information Protection Law (PIPL) use cases in the PIPL assessment log, enabling PIPL risk assessment and supporting PIPL use case analysis
- Modified and updated Central Record Repository Inventory (CRRi) template review log

GoodnessMe Jun 2023 – Aug 2023
e-Commerce & Operations (Summer Intern) Sydney

- Managed and analyzed daily database operations
 - Regularly updated inventory in the Shopify system, ensuring accurate product listings, and promptly removed discontinued items.
 - Performed detailed comparisons of inventory levels between Shopify and our Warehouse Management System (WMS) to identify and resolve discrepancies.
 - Accurately input and updated cost prices in Shopify, enabled strategic pricing decisions, and supported profitability analysis.
- Created and maintained 100+ product pages
 - Created and maintained product pages on Shopify, showcasing accurate product information, images, and pertinent details.
 - Conducted brand page audits to ensure completeness and addressed any gaps in product displays

SF Supply Chain Hong Kong Limited (Aviation Sector) Jun 2022 – Aug 2022
Data Analysis (Summer Intern) Hong Kong

- Modeled 6 BI reports for analyzing teams' operations
 - Collaborated with team leaders, collected requests, and monthly maintained BI reports and datasets to accommodate business needs
 - Cleaned +1000 rows of daily and monthly inventory transactions databases and 3+ operational datasets for Reported employees' and teams' performance and enhancements
 - Explored and Modified data marts using star schema from Power BI
 - Comprehended business requirements in a BI context that provide accessible information for KPI, employees' work-performance evaluation, and problem-solving

The Chinese University of Hong Kong Dec 2021 – Jan 2022
Program for the Gift and Talented - Part-time Teaching Assistant Hong Kong

- Supported 20+ primary students with emotional/behavioral problems and tackled their problems during the learning process
- Assisted class teachers in the education process and maintained order in class

EDUCATION

City University of Hong Kong (CityU)	Sept 2020 – Jun 2025[anticipated]
B.B.A. in Business Analysis (BANL) and Minor in Computing (Comp)	Hong Kong
<ul style="list-style-type: none">Relevant Coursework: Database Systems, Data Visualization, Java Programming, Enterprise Data Mining, and Risk Management	
Hong Kong Community College (HKCC), The Hong Kong Polytechnic University (PolyU)	Sept 2019 – July 2020
A.D. Accounting (ACC) - cGPA: 3.7/4	Hong Kong

LEADERSHIP EXPERIENCE/ OTHER ACHIEVEMENTS

City University of Hong Kong – BANL Student Mentoring Scheme 2022/2023	
Student Mentor	Hong Kong
<ul style="list-style-type: none">Assisted mentees in adapting to the new student life by sharing their experience on both academic and non-academic issuesFamiliarized students with campus resources.	
City University of Hong Kong - Fintech and Analytics Talent Training Program	
<ul style="list-style-type: none">Acquired Basic Python programming knowledge and Blockchain conceptDeveloped 10+ simple calculation algorithms and a game with Python	

LANGUAGES, SKILLS & INTERESTS

Language:	Native in Cantonese, Proficient in English and Mandarin
Qualifications:	Certificate in Website Development - Dec 2022 Microsoft Office Specialist: Excel Associate (Excel and Excel 2019) - Oct 2020
Programming Skills:	Python, Pascal, VBA Macros, SQL, R, Java, SAS, SAS EM, HTML, CSS, JavaScript
Computer Skills:	PowerBI, Word, Excel, PowerPoint, Access