



CVISTA HR CONSULTING PTE LTD

Position applying for: System Analyst

### Candidate's Personal Information

Name : Wang Qiang John  
Address : Sengkang  
Gender : Male  
Nationality : Singaporean  
Race : Chinese

### Job Required Information:

Last Drawn Salary : \$5400 + AWS + VB (1 month)  
Expected Salary : \$5500 - \$5800  
Availability : 1 month

### Education Background

Year : 2020  
Institution : National University of Singapore  
Qualification Attained : Master of Technology (Software Engineering)

- Microsoft Azure Infrastructure and Deployment
- Product Management Practical Course
- PMP-Project Management Professional Course

### Employment

Name of Company : Singapore Post Limited  
Period : Jan 2021 - Present  
Position : Senior System Analyst  
Reasons for leaving : End of Contract  
Responsibilities :

- IT system owner for a unique platform where it is used to serve the users from fulfilling subscription, track progress status, warehousing and to the timely delivery to local and international customers.
- Lead activities in the whole SDLC, including initial project assessment and define scope, perform requirement gathering, system design, implementation review, SIT, UAT, Production Deployment.
- Perform impact assessment, process mapping and provide proposals to support business initiatives, e.g. warehouse relocation, process automation
- Resolve the conflict between vendor and business users, to help analyze the impact and define the scope, and negotiate the implementation cost.
- Estimate implementation cost for the outstanding change request for the business user to do budget planning.
- Proactively conduct Incident management and change management activities. Identify and close the gap to reduce corrective maintenance load.



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- Review code to ensure the high quality of the code standard, e.g Code review for the integration function with the billing system, identified issues of async exception handling, database updating exception handling, log function issue.
- Gain knowledge from industry best practices on the business process and evolving technology, constantly review the existing business process and technology stack, and plan for the road map.
- Take a step further to help the infra team to do the troubleshooting, e.g., SSL cert renew for the microservice in Azure Kubernetes cluster and Azure DevOps.
- Help team to plan and implement the change for other systems, e.g., Plan activities for TDE to ensure system compliance to data at rest encryption policy.

**Name of Company** : Sea Consortium Private Limited  
**Period** : Oct 2013 - May 2019  
**Position** : Solution Architect (Jan 2018 - May 2019)  
Senior System Analyst (Oct 2013 - Dec 2017)  
**Reasons for leaving** : Resigned to focus on higher studies (Master's)  
**Responsibilities** :  
Solution Architect

- Led and managed the entire project life cycle of all key projects including Vessel Route Planning and Management system, Booking 2.0, Manifest, Arrival and departure notification system.
- Designed solutions with high security standards for the company to interface with various customs and partners from different regions, including Shanghai custom (PENSUM EDI), Finland & Ireland custom (E-Manifest), and EU countries (EDIFACT).
- Reviewed Business solutions/models/artifacts with key stakeholders to ensure project key milestones are met. Produced weekly project status reports and updates.
- Updated company's tech stack by utilization of latest technologies including cloud technologies and React JavaScript library.
- Led a key transformation project for Vessel Route Planning and Management system. Completed project schedule planning, Risk management, Quality management, Requirement gathering and System design.
- Led and successfully released Booking 2.0, Terminal movement, Manifest.
- Led the project of Arrival and departure notification system and passed the UAT.

#### Senior System Analyst

- Led and managed the entire project life cycle for key projects including Load and Discharge declaration system, Booking System, EDI Engine, EDI Booking, Ship Declaration System.
- Analysed the business and functional requirements utilizing techniques such as user case modeling, swimlane, persona and wireframe.
- Validated and resolved the conflicts related to functional requirements from different hubs (East Asia, South Asia, West Asia, North Europe, South Europe, Caribbean).
- Managed the requirement change request as they evolved during the project utilizing techniques such as cost and benefit analysis, impact analysis, MOSCOW and Release planning.
- Training offshore development teams on the business process and system requirements.
- Recommended business solutions according to the functional and non-functional requirements including utilization of both latest technologies and previous generation of technologies in order to achieve the best compatibility with most ship operation systems, including adaptation of a



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user friendly windows app to save the ship communication cost and boost the captain's confidence during the transition stage.

- Performed quality controlling activities including reviewing artifacts, conducting system tests, preparing and configuring QA environment and guiding users to do UAT.
- Produced training material and provided training to key stakeholders including supporting teams and key agents of different hubs.
- Prepared and configured Production Environment and to do data migration and performed product verification to ensure successful releases.
- Lead and successfully released Load and Discharge declaration system, Booking System, EDI Engine, EDI Booking, Ship Declaration System.

#### Achievements

- Led and successfully delivered a solution to track and manage bunker consumption, one of the top expenditures for the shipping company. The solution covered 99% of the ships and received 100% positive feedback from users.
- Designed a smart solution to plan, manage and visualize ship routes, which enabled the company to proactively adjust arrival and departure schedules so as to maximize projected revenue and minimize cost. The system also provided a very robust simulation function to enable users to compare cost and benefit in real time, allowing route planning to be optimized as well as saving man-power efforts by more than 60%.
- Implemented a data sync service to allow port and terminal operational data to be easily synced between agents' and ship masters' applications, thus minimizing human data entries and data conflicts, resulting in reduction of such issues by 50%.
- Successfully resolved workflow bottlenecks in issue tracking by tailoring Jira workflow and setting up improved development and QA environment, resulting in a reduction of the bug resolving time by 50%.
- Developed a business intelligence project, with the creation of 7 dashboards with more than 50 KPIs to enhance the company's performance. This project also convinced senior management to commence and intensify usage of data analytics to enhance operations.

**Name of Company** : JTC Corporation

**Period** : Nov 2012 - Sep 2013

**Position** : System Analyst

**Reasons for leaving** : The project was discontinued and looked for more stable job

**Responsibilities** :

- Project lead of a facility management system.
- Perform requirements gathering, define and control scope, cost benefit analysis, preparation of specifications, application testing and ensure smooth roll-out of enhancement and change request.
- Liaise with business users and vendors to resolve day-to-day problems and refine processes.
- Continually monitor, revise and ensure resources are deployed to achieve the project plan.
- Provide application support to business users in troubleshooting and resolving of problems and incidents, keep users informed of progress on incident resolution.



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**Name of Company** : **Sea Consortium Private Limited**  
**Period** : **Oct 2007 – May 2012**  
**Position** : **System Analyst (Jan 2011 - May 2012)**  
**Application Developer (Oct 2007 - Dec 2010)**

**Responsibilities** :

System Analyst

- In charge of a business intelligence project, to manage and ensure timely delivery of projects.
- Worked with a business intelligence specialist to implement software integration.
- Created the foundation of the BI system including ETL process, Cube, access control.
- Worked closely with business users to collect and analyze business requirements.
- Worked with the general manager and financial controller to review business requirements.
- Created 7 dashboards with more than 50 KPIs to help business users control the company's performance.
- Worked with the general manager and CFO to review user access.
- Rolled out all the dashboards and KPI to business users with right data and right access.
- Provided 1st to 2nd Level Support to the end user.

Application Developer

- Financial system integration:
  - Played a key role in software integration.
  - Worked with DBA and manager to design the whole project.
  - Created the most important SSC module which integrated the billing system with the new financial system. All other developers used SSC modules to post data to the new financial system.
  - Participated in UAT testing, SQL server migration for a new financial system.
  - After this project, I was promoted to System Analyst.
- Automation Schedule Project:
  - Define the requirements to improve the system productivity and solve the problem of difficulty in managing and tracking windows schedule.
  - Worked with the manager to review the requirements.
  - Designed and developed the whole project.
  - Provided standard interfaces and helped other developers to integrate with more schedules.
  - Automation Schedule had been widely used in the system. There were more than 50 different kinds of schedules in the system and they helped do all kinds of data transactions and data checking tasks which were done manually before.
- System Revamp:
  - Reviewed code, remove hard coding
  - Completed foundation framework of the system
  - Provided standard interface for developer team
  - Revamp modules
  - Participated in UAT testing, SQL server migration from SQL 2000 to SQL 2005
  - Improved module performance
  - Provided 1st to 2nd Level Support to the end user.



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**Name of Company** : TechFaith Software (China) Pte Ltd

**Period** : Jul 2006 - Jul 2007

**Position** : Software Engineer

**Responsibilities** :

- Developed SMS, MMS, Media Player applications for QUALCOMM BREW based mobile phone.
- Participated in Black box test and white box test and wrote all test case documents
- Worked with team to review the code
- Wrote technical specifications and maintained all reports pertaining to the application development process.

### Computer Literacy

Proficient in Microsoft Office, MS SQL, Oracle, My SQL, MongoDB, NoSQL, HTML, CSS, JavaScript, AJAX, JSON, XML, XSLT, Web Service (SOAP/RESTful), Android SDK, Java, JSP/Servlet, C#, VB, VB.NET, C, C++, .Net Frameworks, JQuery, Quartz Scheduler, AngularJS, React, Bootstrap, Application Servers/Cloud:IIS, Apache Tomcat, NGINX

### Language

Fluent in English, Mandarin