

SELINA YANG

Business Analyst

SUMMARY

3 years of Business Analyst experience in NSW Health, NSW Transport, Qantas working on projects and initiatives varying in size, complexity, ambiguity and abstraction.

Comfortable working with different levels of stakeholders, demonstrated ability to elicit and document business requirements, build and maintain stakeholder relationships across the business to achieve joint goals.

Talented at explaining complex things clearly and concisely to both technical and non-technical individuals, and effective at providing practical guidance.

Well-known for self-driven nature with strong problem-solving skills and a change mindset.

Strong technical data analysis skills with deep hands-on expertise in Business Intelligence tools such as Power BI, Tableau and Programming Languages such as SQL, Python.

WORK EXPERIENCE

Business Analyst

NSW Health, Sydney

Jan 2021 - Present

- Migrated old legacy reports from SAP BusinessObjects to Power BI by transforming Sybase SQL to T.SQL and negotiating with key stakeholders, developers, product owners around what to include regards to data points and from which departments.
- Developed and monitored KPI Matrix in Power BI by integrating Actual, Target, Prior and Variance over time for Southern NSW Local Health District.

Business Analyst

NSW Transport, Sydney

Jan 2021 - Present

- Generated and managed Risk dashboard and Workforce reporting in Power BI for Sydney Metro.
- Improved backlog prioritization by 20% by adopting Agile Methodologies using Azure DevOps.

Business Analyst

AI Australia, Sydney

Jul 2020 - Present

- Accelerated HR processes such as intern onboarding, performance evaluation and exit process by 50% by developing Power BI dashboards for monitoring internship offers, projects and timesheets.
- Maintained business relationships with one of the clients and presented Power BI dashboards to senior management to drive user management and website traffic analysis.
- Led 2 business analysts to automate repetitive HR process flows using Microsoft Power Automate and reduce operation time by 10+ hours per week.
- Designed and implemented a Microsoft Power App for HR management, reducing the time of information change in databases by 80% while allowing catered requests in an efficient manner.
- Managed a 10-member cross-functional team (business development, data analysis, sales and marketing) towards the successful optimization of the customer acquisition process by analysing the business process and designing and implementing a data pipeline.

CONTACT

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🌐 [selinayanganlan.github.io](https://github.com/selinayanganlan)

📊 public.tableau.com/profile/selina.yang7401#!

SKILLS

- Communication
- Stakeholder Management
- Problem-solving
- Power BI, Tableau
- SQL
- Python
- Microsoft Power Automate
- Microsoft Power Apps
- Microsoft Visio, BPMN 2.0
- Agile Methodologies
- JIRA, Confluence, Azure DevOps

EDUCATION

Master of Commerce (Business Analytics)

The University of Sydney, Australia

Bachelor of Business Management

The University of Surrey, UK

Bachelor of Business Management

Dongbei University of Finance and Economics, China

SELINA YANG

Business Analyst

Trac-Car, Sydney

Aug 2020 - Sep 2020

- Performed a gap analysis by conducting business requirement analysis, background research and risk and financial assessment to understand the existing business challenges.
- Initiated a 12-month marketing plan for Trac-Car's Waste to Energy technology and presented recommendations to 3 business stakeholders including the CEO.

Business Analyst

METASENSE, Sydney

Jan 2020 - Sep 2020

- Effected the market entry decision of the CEO by collecting information on 5 industries, building a dashboard in Tableau, providing a presentation and a report for insights and recommendations.
- Upgraded customer acquisition process by 20% by setting up the CRM system on HubSpot, importing data collected and sending a designed infographic for the quote to potential customers.

Business Analyst

Qantas, Sydney

Mar 2020 - Jun 2020

- Advised on how to improve Qantas's 300-flight network after Visual Data Analysis in Tableau and statistical network analysis in Gephi (network analysis software), resulting in a potential revenue increase by 10%.

Business Analyst

GAOTek, Sydney

Aug 2019 - Jun 2020

- Conducted product requirement analysis including product description validation and product title optimization, resulting in 10% increased potential online traffic.
- Strengthened the sales performance evaluation process by 20% by processing sales data, implementing Exploratory Data Analysis, and creating a dashboard in Tableau to identify patterns and trends for performance monitoring purposes.

Business Analyst

NSW Transport, Sydney

Aug 2019 - Nov 2019

- Devised a proposal that includes requirements analysis, user story, use case, BPMN, data structure (ERD) and system architecture for an IT system that aims to give customers optimal door-to-door mobility service options and seamless combinations with the option to plan, book and pay.

PROFESSIONAL DEVELOPMENT

- Microsoft Power BI Essential Training
- Microsoft Azure Fundamentals
- Microsoft Dynamics 365 Fundamentals
- Microsoft Power Platform Fundamentals
- Introduction to Microsoft Power Automate
- AWS Cloud Foundation for Businesses
- SQL for Data Science
- Diploma in Web Development
- ANZ Data Virtual Experience Program