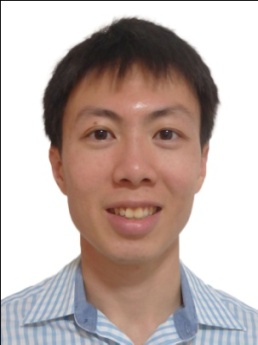
**Personal Particulars**

Name: Dex, Yeo Keng Teck

Address: Block 230E, #12-51, Tampines Street 24, Singapore 528230

Nationality: Singaporean

Mobile: 98750820

Email: [ktyeoo@gmail.com](mailto:ktyeoo@gmail.com)

**Work Experience**

**Citibank Oct 2017 to Present**

IT Business Analyst

Description:

Support project implementations to Internet Banking platform for institutional clients

Coordinate with stakeholders from different business units and tester teams to ensure project requirements are fulfilled within reasonable time

Interpret BRDs provided by Projects Team to design effective test cases

Conduct and review software regression test scripts and results

Understanding of data mapping and transformation from database to customer-facing applications on web and mobile

Provide input to improve investment portfolio reports in English, Simplified and Traditional Chinese to ensure an informative and engaging experience for clients

Provide technical support to clients and bankers

**Bank of China Limited Mar 2015 to Jul 2017**

Customer Service Executive

Description:

Assisting customers with their inquiries and working with inter-departments to assist customers in resolving service and/or technical related problems with solutions or alternatives that will ensure customer satisfaction without compromising business standards and practices

Assist team leaders in manpower planning and resources allocation after analysis of call trends and anomalies in Microsoft Excel

Work on processes and procedure improvement implementation from customer feedback

Apply customer retention and renewal techniques to maintain healthy customer base

Analyse key customer databases and portfolios for potential cross-selling sales opportunities

Cross-selling of funds transfers and other unsecured facilities

**Great Eastern Life Assurance Oct 2011 to Jul 2013**

Customer Service Administrative Assistant

Description:

* Provided document management support to Customer Service Department in areas of Policy Alteration and Accident & Health insurance
* Organise high volume of customer request forms to ensure smooth processing by Operations officer
* Assisted with training of new administrative assistants
* Provided support to insurance agents by verifying and amending customer information through phone
* To assist with ad hoc tasks in other departments to meet deadlines

**Educational Qualifications**

**Royal Melbourne Institute of Technology 2011 to 2014**

Bachelor of Business (Economics and Finance)

**Temasek Polytechnic 2006 to 2009**

Diploma in Chemical Engineering

**Ngee Ann Secondary School 2002 to 2005**

GCE ‘O’ Levels

**National Service**

2009 to 2011 Vocation: Military Police

Rank: Corporal

**Skills and Competencies**

* Microsoft Word, Powerpoint and Excel (Vlookup, Pivot Table, Correlation and Regression Analysis)
* Visual Basic
* Intermediate SQL
* Basic Python and data libraries
* Written and spoken English and Mandarin

**Additional information**

Current salary: $2,250

Notice Period: 1 month