

Teng Heong Ng

Address: 30A, Howard Hunter Ave, St Johns, Auckland, 1072

Phone: 02108727240

Email: tengheong.ng@gmail.com

Portfolio: <https://tengheong.github.io>

Personal Statement

I am seeking an urban planner position where I can pursue my passion in making communities liveable, sustainable, equitable, and vibrant. Proficient in people management, GIS, and statistical research.

Education

Master of Science in Urban and Regional Planning

University of Wisconsin-Madison, 2017

Bachelor of Art in Economics

University of Wisconsin-Madison, 2013

Skills

GIS application and GeoComputing

ArcMap 10.4.x, QGIS, GDAL, OGR, ArcPy

Statistical software

SPSS, R

Mapping framework

Mapbox, Google Chart, Leaflet, Google MyMaps

Scripting languages

Python, HTML, CSS

Microsoft software

Word, PowerPoint, Excel, Access

Graphic design software

Adobe Creative Suite,
Google SketchUp

Work History

Senior Operations Manager, Happy Fresh, Kuala Lumpur, Malaysia

July 2017 – May 2018

I led a management team of six to supervise 105 motorbike delivery personnel at a leading online grocery delivery start-up in South-East Asia. My responsibilities include strategizing for cost reduction, operation efficiency improvement, and service quality enhancement.

Achievements:

- Increased daily deliveries by 261% from 130 to 340 per day
- Set up an efficient biweekly payroll system that reduced process time from 3 days to 4 hours

Transit Technology Systems Intern, Minneapolis–St. Paul Metropolitan Council,
Minnesota, USA
May 2016 – August 2016

As a member of 12-week internship and leadership development program by a regional planning council called Metropolitan Council, I worked directly with senior-level executives in Metro Transit.

During the internship, I:

- Geocoded Real-Time Sign System in Minneapolis–St. Paul for asset management database
- Performed complex analysis on bus stop annunciator system usage
- Accomplished 10-hour weekly leadership training that includes Toastmasters sessions, networking events, and roundtable discussions with top-level executives in the council

Health Equity Student Assistant, University Health Services, Wisconsin, USA
September 2015 – May 2017

I led a \$20,000 Ford Foundation project to enhance food security among residents in South Madison and students from University of Wisconsin-Madison by providing affordable, accessible, and fresh local produce sourced from local small-scale minority farmers in Midwest region.

Achievements:

- Identified main challenges through meetings with affected communities
- Collaborated with Engineering students to design and prototype food carts for bike delivery
- Established delivery and payment process and trained 35 volunteers for operations
- Delivered talks in Global Health Conference and conducted five community outreach activities

Assistant Research Specialist, UW-Madison Department of Urban and Regional Planning,
Wisconsin, USA
September 2015 – May 2017

I was one of the collaborators of Metrics + Indicators for Impact (MIFI), an online toolkit that empowers individual markets and market organizations through proven data collection strategies, actionable interpretation information, and customizable reports.

Achievements:

- Analyzed social, economic, and environmental impact of 15 farmers' markets based on 30 performance metrics
- Customized analytical reports and infographics for diverse stakeholders
- Managed the contents of MIFI website

Planning Projects

Assessing Social Vulnerability to the Risk of Flooding in Madison, Wisconsin

https://www.slideshare.net/slideshow/embed_code/key/4cfxoIBo8Kp6Br

I identified area with high social vulnerability risk to flooding using US Census data and Principal Component Analysis in R.

Safe Route to School in Monona, Wisconsin

<https://parentsurvey.github.io>

In a 5-month planning workshop, I worked with 7 teammates to audit road safety for children in the city of Monona by surveying 287 parents on safe route to school. I developed an online interactive report on the survey result, which was presented to the board member of the City Council of Monona.

Web-based Mapping of Sustainability Features in University of Wisconsin-Madison

<https://tengheong.github.io/sustainability-map.html>

I programmed an interactive web-based map using JavaScript to visualize sustainability efforts in the campus of UW-Madison.

Languages

English (Proficient), Mandarin (Proficient), Malay (Intermediate), Japanese (Beginner)

Hobbies

I am an avid traveler who has visited 16 countries and 3 continents. I also love cooking and map-making during my free time.

Referees

Sik Hoe Yong, Former Country Managing Director of Happy Fresh in Malaysia

Mobile: +60 16-601 2375

Relationship: Direct supervisor for Senior Operations Manager position

Email: sikhoe.yong@uwalumni.com

Alfonso Morales, Professor, Department of Planning and Landscape Architecture, UW-Madison

Relationship: Direct supervisor for Assistant Research Specialist position

Mobile: +1 608-263-4848

Email: morales1@wisc.edu