

# JANETTE CHAN

## Education

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**BACHELOR OF SCIENCE IN ECONOMICS & FINANCE** – Hong Kong University of Science and Technology Aug 2023

Relevant Coursework: Econometrics, Applied Machine Learning, Business Analytics, Exploring and Visualizing Data, Business Applications in Python

## Skills

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- SQL
- Python (Pandas, NumPy, Pandas, Matplotlib, Seaborn)
- Tableau / Microsoft Power BI
- Excel (VLookup, Conditional Formatting, Pivot Tables)

## Projects

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**HOUSING DATA CLEANING** – Personal Project July 2023

- Leveraged advanced **SQL** skills in **data cleaning**, including converting data types, utilizing Joins, and employing Locate & Substring functions, to clean and organize a house-related dataset effectively.
- Demonstrated expertise in SQL query construction by incorporating techniques such as adding a column, implementing CASE statements, and utilizing Windows Functions to enhance data cleaning and organization processes.

**MOVIES DATA CORREATION ANALYSIS** – Personal Project June 2023

- Conducted an in-depth analysis of a movie dataset using **Python**, leveraging **Pandas, Matplotlib, and Seaborn** to identify correlations between various movie attributes.
- Employed **data visualization** techniques to present the findings in a visually appealing manner, enabling stakeholders to grasp meaningful relationships within the dataset efficiently.

**COVID 19 DATA VISUALIZATION** – Personal Project May 2023

- Designed interactive dashboards and visualizations using **Tableau**, showcasing global and regional Covid-19 data.
- Leveraged advanced Tableau features such as, filters, geographical roles, and forecasting.
- Demonstrated proficiency in Tableau's data manipulation and **visualization** capabilities, presenting complex Covid-19 datasets in a user-friendly manner, fostering better understanding and decision-making among stakeholders.

**COVID 19 DATA EXPLORATION** – Personal Project Mar 2023

- Conducted comprehensive **data exploration** of Covid-19, employing advanced **SQL** techniques such as joins, CTEs, temp tables, window functions, aggregate functions, creating views, and converting data types.
- Employed various data manipulation methods to prepare for the visualization on Tableau.

**BANKRUPTCY DATA VISUALIZATION** – University Project Dec 2022

- Leveraged advanced data visualization techniques using **Python** and **Pandas, Matplotlib, and Seaborn** to explore bankruptcy statistics dataset.
- Employed Python to perform in-depth analysis and identified statistical fallacies like correlations between variables.

## Work Experience

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**ORGANISING COMMITTEE** – Project Melo March 2018 - October 2018

- Leveraged Google Analytics to drive targeted marketing efforts and optimize website traffic optimize online presence of Project Melo, a non-profit supporting youth empowerment.
- Collaborated with esteemed corporate partners, including HK Disneyland, McDonald's HK, and leading CEOs of Hong Kong, to co-create socially impactful projects.

**SUMMER ASSISTANT – Hong Kong Jockey Club, HR Transformation**

December 2016 - February 2018

- Conducted data analysis of employee lifecycle surveys feedback using Excel to gain valuable insights into employee experiences and identify areas for improvement.
- Analyzed survey responses to assess employee satisfaction, identify trends, and make data-driven recommendations to enhance HR practices and policies.

**ORGANISING COMMITTEE – Project Melo**

March 2018 - October 2018

- Managed and resolved 100+ customer support tickets per month for the loyalty program app S Loyalty from Shopify and BigCommerce eCommerce merchants on Zendesk.
- Leveraged data analysis to identify recurring issues and collaborated with the team to implement solutions that improved customer satisfaction and retention.
- Developed customer success strategies based on data insights, resulting in increased efficiency and better-targeted support content for clients.