Tan Yu Hao

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LinkedIn | Personal Website

WORK EXPERIENCE

POMELO | SCRUM MASTER
Mar 2022 – Nov 2022 | Singapore

- Introduced Agile and Scrum framework to the company and drove acceptance of Scrum/Kanban within 3 months.
- Doubled velocity per capacity within 4 sprints, kept team's happiness at 4.1/5, and measured User Story quality using a binary score in plans to improve this key impediment.
- Scrum Master of a cross-functional squad that delivered the highest output within the company, and completed a full product MVP delivery with 3 sprints.
- Over the course of 5 sprints, completed 13 retrospective action points with the team.

CRESCODATA | ECOMMERCE PROJECT MANAGER
Sep 2020 – Mar 2022 | Singapore

- Lead all eCommerce projects worth over 1 million ARR, including the integration of one of the largest AU shopping center company to multiple platforms and marketplaces.
- Acquire, build, iterate and deliver requirements and projects within quality, scope and budget, using a hybrid approach.
- Drove the change of a hybird approach internally by collecting and analysing project team work performance data, and applying it to CrescoData's project types.
- Managed the project team and introduced timeboxing, weekly retrospective and planning, Jira and Monday.com processes within it.

STYLE THEORY | LOGISTICS PRODUCT LEAD
Mar 2018 – Jun 2020 | Singapore
Double promotion from Analyst to Lead: Feb 2019

- Single-handedly launched Style Theory's inhouse logistics service within 9 months. Increased customer satisfaction to 99% and reduced cost by 35% over external competitors.
- Led the Singapore logistics team.
- Built automation tools with JavaScript and Google Apps Scripts to reduce daily admin manpower requirement by 30%. Also built delivery notifications feature and orders management system for new Style Theory Shopify website in 4 days.
- Led the development and launch of Style Theory's secure unattended delivery service (lock&go). Set direction of product, UX design and data flow. Service achieved a 30% adoption rate and 70 NPS score during rollout.

WORK EXPERIENCE

- Built new metrics to track drivers' performance and customers' satisfaction with SQL and external APIs and coupled it with new incentive models to increase on-time delivery by 20%.
- Took initiative to research and fix long-standing Google Maps API inaccuracy issue, eliminating wrong address issue and negative customer experience.

RATEIT | OPERATIONS MANAGER
Jan 2017 – Oct 2017 | Singapore

- Introduced inventory management tools, and processs to reduce on-boarding lead-time by 50% and manpower requirement by 80%
- Managed accounts, built client engagement analysis model, and delivered customer support to achieve outstanding retention rate

EDUCATION

NATIONAL UNIVERSITY OF SINGAPORE
BACHELOR OF ARTS & SOCIAL SCIENCE
Graduated July 2015
Major: Economics

SELF-TAUGHT PROGRAMMER
Projects
Personal Website - yuhaocooper.com
Shopify App - WIP

PROFESSIONAL CERTIFICATIONS
PMI
Certified Project Management Professional (PMP)

ICAgile
Certified Enterprise Agile Coach

SKILLS

TECHNICAL SKILLS
Proficient with:
Agile Software Development • JavaScript • MERN
SQL • REST API • Apps Script • Git
Payments • Ecommerce

SOFT SKILLS:
Experienced:
Team Building & Management • P&L Ownership
Product Management • Project Management
Leadership • Stakeholder Management
Conflict Resolution