RACHEL W. J. YING

KLANG, MALAYSIA | +60 18 2519 219 | ywjrachel@gmail.com | [LinkedIn](#) / [Portfolio](#)

SUMMARY

Self-taught Data Analyst with 4+ years of experience as an Operation & Customer Service in the F&B and Logistics industries, ability to create data mining, cleaning & visualisation with a strong background in Excel, Power BI. & SQL. Searching ways to improve data-related performance, looking to optimise corporate's performance, and helping stakeholders drive better decision-making through data.

SPECIALISED SKILLS

CORE SKILLS:
Data modelling, data collection, data cleaning, data processing, data mining, data visualisation, and database management.
COMPUTER-AID SOFTWARES:
Advance MS Excel, SQL (SSMS), MS Power BI, Tableau, Python, MS Access, and MS Azure.

PROJECT EXPERIENCE

- **COVID-19 Statistics**: data exploration & visualisation with total cases, death, and vaccinated population using SSMS & Tableau.
- **Nashville Housing**: data cleaning & organise purchasing history for housing properties in Tennessee using SSMS.
- **Film Industry**: data correlation of 40 years history towards film industry using Python.

PROFESSIONAL EXPERIENCE

BON VOYAGE LOGISTICS MALAYSIA   KLANG / MALAYSIA
Customer Service Executive   *Mar 2020 – Mar 2022*

- Collaborated with Sales, Customer Service & Finance team to create reporting presented to stakeholders by using Sysfreight (CRM) database, Excel & Power BI.
- Identified estimated target sales & market prediction by data extraction & data mining using Sysfreight (CRM) & Excel with achieving 95% of their target sales goals.
- Organised APAC offices' data combine to negotiate 10% lower ocean freight monthly rates for Transpacific & Latin America trade lanes with major shipping companies.

ONE HALF COFFEE BAR   PETALING JAYA / MALAYSIA
Senior Barista   *Oct 2018 – Jan 2020*

- Developed Excel database for retail whole coffee bean & coffee tools for stock monitoring, providing marketing solutions & improving sales.
- Formulated data infrastructure from Storehub (POS system) & in Excel for monthly sales reports to provide product insights & KPIs.
- Conducted data collection between profit & lost and food wastage to minimise wastage for 2 café branches, reducing an average of 30% food wastage.

Q CUP CAFÉ & TEACHING LAB   KUALA LUMPUR / MALAYSIA
Barista & Service Crew   *Sept 2017 – Sept 2018*

- Applied Excel formulation timetable, certificate print to participants & sales for weekend hobby classes, increases by 90% of preparation productivity.
- Participated in menu revamp project by building data models from Storehub (POS system) for sales report & tabulated to stakeholders.
- Collaborated with a team of 10+ & developed marking sheet formulas for live data collection as a scoring board in Excel digitally for International Coffee Roast Master Championship Malaysia 2018.

LEADERSHIP EXPERIENCE

ST. JOHN AMBULANCE OF MALAYSIA   KLANG / MALAYSIA
Area Honorary Secretary; Certified First Aid Trainer   *Jan 2011 – Oct 2017*

- Produced 30+ Grand Prior Award holders annually to resolve the low number of holders by data extraction from Access database, data filtering & created Pivot Table in Excel and presented to stakeholders.
- Reduced typo error by 98% using data from Access database & data filtering in Excel, created over 1000+ printing certificates using Word & custom nametags with Publisher.
- Led a team of 5+ integrating Google Spreadsheet data from Google Forms to be applied for First Aid Examination Application, reducing the time by 8 hours instead of 300+ hours.

ADDITIONAL

LANGUAGES : English (native), Mandarin (fluent), Malay (proficient), Cantonese (intermediate).
INTERESTS   : Food-related, Handcraft, Travel, Outdoor Adventure, Interior & Architecture, Zero-Waste.