

## LIAN HEE HSIEN ZACHARY

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### ACADEMIC QUALIFICATIONS

#### Singapore Management University (SMU)

Aug 2021 to May 2025

*Information Systems Undergraduate Majoring in Business Analytics and Digitalisation & Cloud Solutions*

##### Skills & Technologies

- Javascript, React.js (React-Native, Typescript), Express.js, Next.js, Vue.js, CSS (Tailwind), Bootstrap, Redux
- Python (skLearn, Pandas, NumPy, Flask), Node.js, SQL (MySQL, Postgres), NoSQL (Firebase), PHP, Java
- Git, Postman, Figma, Docker, Tableau, Jupyter, Jira, Confluence, Bitbucket, Digital Ocean, AWS Services

#### ESCP Business School (Paris)

Sep 2024 to Dec 2024

*Masters in Management*

- SMU International Semester Exchange Program
- MAOC - B2B Marketing Management
- MD01 - Marketing Research

### WORK EXPERIENCE

#### OCBC

May 2024 to Aug 2024

*Full-Stack Engineer (Product) Intern*

- Part of the Group Digital Office & End User Services for the Enterprise Chatbot team
- Gamified the enterprise "Buddy" Chatbot by allowing users to select and redeem premium avatars catered to each OCBC employee
- Fixed bugs and conducted unit testing across multiple microservices for both internal Chatbot and Backoffice (Admin) UI
- Conducted multiple "Buddy" sharing sessions with over 100 participants to showcase the chatbot's AI features and expand its usage across multiple SEA regions across the bank
- Assisted in writing feature stories and test cases based on the Product Owner's requirements, and clearly communicated requirements across the developer team in Shen Zhen, China

#### Moaah

Sep 2023 to Dec 2023

*Software Engineer Intern*

- Deployed a feature that extracts the information of free trade agreements between 2 countries using keyword searches, specific national tariff lines and HS codes through web scraping
- Maintained Moaah's consolidated database for import duties and national tariff lines
- Engaged in client meetings with cargo and logistics stakeholders to promote Moaah's SaaS solution

#### Accenture

May 2023 to Aug 2023

*App Developer Intern*

- Part of project Cloudberry under the Health & Public Services sector
- Designed, built and configured a feedback page that logs user feedback across the website to meet business requirements
- Performed unit testing, integrated web components and supported deployments

### PROJECTS

#### IS483 Final Year Project: Refurnishing T2 Home

Dec 2023 to Apr 2024

- Developed a user-friendly interface to allow users to add and update product inventory in an automated inventory management system, where the changes will be synchronised and standardised across multiple e-commerce platforms in real time (Shopee, Lazada)
- Built a custom analytics dashboard catering to our sponsor's requirements, that consolidated data across the platforms, illustrated key product performances and incorporated predictive analytics for the product stock
  - Finetuned multiple ML models and chose the model with the best performing R<sup>2</sup> score to make predictions of subsequent sales of each platform and individual product (skLearn Random Forest Regression)
- Conducted sprint reviews and UAT demo sessions of the UI with our sponsors to ensure that the team is meeting their business needs

#### IS213 Enterprise Solution Development Project: ESDeezKnee

Jan 2023 to Apr 2023

- Built separate microservices in orchestration that enabled the payments and loyalty redemption feature in the team's immersive theme park enterprise solution (Python, Docker, MySQL)
- Developed the UI for the loyalty redemption feature to engage theme park visitors in redeeming loyalty points (React)

### CO-CURRICULAR ACTIVITIES

#### SMU Business Intelligence & Analytics (BIA)

Dec 2021 to Apr 2024

*Senior Data Associate & Co-Learning Mentor*

- SMU BIA's 9<sup>th</sup> Data Associate Program (DAP) Co-Learning Mentor AY2023/2024 (Ensemble Learning, Clustering)
- SMU BIA's 8<sup>th</sup> Data Associate Program (DAP) Mentee AY2022/2023
- Conducted a Co-Learning session sharing Ensemble Learning Models (Boosting, Bagging), Feature Selection and Feature Engineering

#### Ellipsis SMU Computing and Information Systems Society

Dec 2021 to Nov 2022

*Marketing Executive & Freshmen Orientation Marketing Director*

- Responsible for publishing content and circulating EDMs through various platforms under Ellipsis
- In Charge of collaterals for several largescale Ellipsis-run events such as SCIS Reunion, SCIS Day
- Offered the role of Marketing Director for the annual SCIS Freshmen Orientation Camp Metamorphosis 2022