

# Client Name

## Business Analyst

*Certified Business Analytics professional with hands-on technical acumen and progressive experience in expediting business change and driving digital transformation for operations within financial services.*

Demonstrated success in leading root cause analysis, mitigating risks, and reengineering process to achieve significant cost savings. Deft at analysing and interpreting large data sets into actionable insights for key decision-making, while managing user acceptance testing framework to ensure optimal data governance, integrity, and modelling. Excel at conducting functional design reviews for developing business solutions to manage diverse portfolios, upskill staff on cutting-edge tools, and automate workflow. Refined communicator with adaptability towards multi-dimensional environments and proven capability to bridge communication gap among business and technical stakeholders.

## Areas of Expertise

- ◆ Business/GAP/Trend Analysis
- ◆ Relational Database
- ◆ Commercial Banking Operations
- ◆ Data Warehouse
- ◆ Activity/Sequence Diagrams
- ◆ Process Optimisation
- ◆ Budget/Resource Management
- ◆ Workflow Modelling & Analysis
- ◆ Functional Design Review
- ◆ SQL, SAS, Data Manipulation
- ◆ User Acceptance Testing
- ◆ Process Mapping
- ◆ Interest Rate/Liquidity Risk
- ◆ End-User Satisfaction/Service
- ◆ Treasury Management

## Career Experience

Parental Leave  
Career Break

8/2020 - Current

Took a well-deserved career break for the family relocation from Hong Kong to the United Kingdom. Recently completed an online programme for business analytics from data to decisions to enhance understanding of business analytics through descriptive, predictive, and prescriptive analytics to identify, analyse, and solve critical business problems with effective utilisation of Python.

Bank of China (Hong Kong) Limited, Hong Kong  
Senior Operation Manager

3/2019 - 8/2020

Steered the execution of enhancement projects to strengthen the support of investment products, including FX, Equities, Bonds, Funds, Deposits, Derivatives, and Portfolio Lending for the existing vendor-based client portfolio management solution. Ensured effective allocation and utilisation of in-house resources across different business teams to achieve strategic goals for the bank. Tracked progress, issues, and risks to ensure flawless project execution. Led the requirements discussion and direction to justification, advising the optimal system solutions and process re-engineering. Liaised users to functional specifications review to corroborate documentation of business requirements and constraints. Managed user acceptance testing framework to ensure acceptable quality and integrity of the system to deliver against targeted business objectives.

- Developed a workflow system that enabled the Know-Your-Customer (KYC) and annual review process for client onboarding, leading the team in meeting project deadlines.
- Strategically positioned as a Project Manager in Private Banking Middle Office, delivering new workflow to facilitate KYC review and client onboarding.

Bank of China (Hong Kong) Limited, Hong Kong  
Senior Financial Management Manager

5/2012 - 2/2019

Served as a team leader and data SME in Finance, overseeing Financial Risk Management Platform and supporting financial risk analytics and reporting functions. Collaborated with Finance, Treasury, Interest Rate Risk, and Liquidity Risk bank-wide product managers and operations teams to improve the data quality and modelling for financial risk systems. Gained knowledge of deposits and loans products, trade financing, fixed income inclusive of treasury bonds/bills, and certificate of deposits, FX, and derivatives. Ensured seamless flow of data governance and integrity across different financial calculation modules. Conducted trend/financial analysis by leveraging SQL, MS Excel, VBA, and Pivot tables. Provided data-driven consultancy on large-scale projects, including new Liquidity Management Framework, Liquidity Cost Allocation, New Interest Rate Risk for Banking Book (IRRBB), and Financial Reports

Streamline by Robotic Process Automation. Managed SAS customer behavioural analysis models on analysing products liquidity behaviour from large and complex datasets to facilitate business pricing strategy adaption.

- Steered the team to deliver multiple large-scale bank-wide projects through cross-functional collaboration on data mapping/modelling.
- Recruited and trained five new team members in line with BAU and project needs.
- Transitioned the team functionality from an operational basis to a more analytical and proactive position in supporting management action.
- Received an invitation from headquarter as a guest speaker on sharing the data management and application to representatives from national and overseas branches and subsidiaries.
- Played a key role in driving business success by providing high-end support to Asset & Liability and Interest Rate Committee in bank's Fund Transfer Pricing implementation.
- Supervised the Asset and Liability Management (ALM) and Funds Transfer Pricing (FTP) system business solutions design in supporting forward-looking management, aligning with new risk regulatory requirements, and ensuring the execution of new business initiatives.
- Supported the bank in developing the Big Data platform by adopting Tableau as a key reporting tool, while training finance users to get familiarity with the new reporting tool.
- Led the system integration planning for seven overseas branches and subsidiaries across Southeast Asia.
- Piloted the data analysis and proposed recommendation for data mapping from their systems into Hong Kong's one to get consistent datasets for consolidated bank reporting.
- Coached a team equipped with strong ALM & FTP knowledge for supporting Finance and Treasury users to understand data definition, pattern, and behaviour.

Bank of China International, Hong Kong  
Contract Business Analyst

8/2010 – 4/2012

Adopted PMP techniques on projects to maximise business success. Managed vendors on treasury system upgrade and provided go-live support for system rollout. Reviewed finance expenses settlement system, interest rate, and liquidity reporting in Crystal Reports, Credit Limit Monitoring, and Reports System with Java, Informatica ETL, and Business Objects.

- Reduced number of bugs by more than 50% through BAU support and deliverables enhancement along with mentoring teams on requirements gathering and test planning/execution.
- Upgraded the treasury system within specified timeframe for higher-level performance and reliability.

*Additional Experience as [Asset & Liability Manager/Senior Business Analyst](#) | Bank of China (Hong Kong) Limited*

## Educational Background

[Certificate of Completion in Business Analytics: From Data to Decisions](#)  
Imperial College Business School Executive Education, 2021

[Senior Treasury Management Professional](#)  
Treasury Markets Association, Hong Kong, 2018

[Project Management Professional](#)  
Project Management Institute, 2012 to Present

[Master of Science in Financial Engineering](#)  
City University of Hong Kong

[Bachelor's Degree in Systems Engineering and Engineering Management](#)  
Chinese University of Hong Kong, 2000