

Ivan Yap

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EDUCATION AND CERTIFICATION

Temple University, Fox School of Business Philadelphia, PA
Bachelor of Business Administration, Management Information Systems (MIS) May 2021

- Dean's List, Temple University, Fox School of Business, Spring 2021
- Courses: Data Analytics, Data Centric Application Development, Statistical Business Analytics

Google Data Analytics Specialization Certification July 2021

- An intensive hands-on experience with data cleaning, data visualization, interpreting and communicating data analysis findings by using tools like SQL, R, Tableau, and spreadsheets
- Ability to transform complex data into clear actionable insight as well as, fluency in programming languages and a solid understanding of databases.

TECHNICAL SKILLS

Analytical Tools: Tableau, R, Python, SQL, Microsoft Excel, Google Sheets
Programming Languages: Python, R, JavaScript, HTML, CSS, jQuery, Node.js
Database Management: SQL Server, Amazon Web Services (AWS), Salesforce,
Project Management Skills: Agile Methodology, MS Office, WordPress

PROJECTS

- Completed the Google Data Analytics capstone project by using the analysis process, in order to answer key business questions on a fictional bike-sharing company.

PROFESSIONAL EXPERIENCE

Temple University Philadelphia, PA
Student Worker, International Student Admissions October 2018 – March 2020

- Provided technical and administrative support for an academic department assisting prospective students and staff ensuring compliance, which decreased incomplete applications by 45%
- Design a reporting metrics of common incomplete items for over 500 applications and assess the data to identify data flow, trends, patterns, and outliers, to increase application completion.
- Analyzed large data sets collected from previous applicants helped streamlined the process and decrease incomplete applications, as well as gained a good insight in a junior data analyst role.

Nimbus Cloud Services Kuala Lumpur, Malaysia
Cloud Services Intern May 2019 – July 2019

- Collaborate with sales and marketing team to inform clients on the benefits and acquisition of a cloud system according to required cloud capacity for their businesses to reduce their cost by 20%
- Conducted market research to generate a value proposition strategy to ensure a competitive advantage as well as financial planning and analysis according to the business requirement.
- Developed strong lasting relationships with 5 different clients that resulted in the implementation of the system and developed strong verbal communication skills and relationship management.

Alliance Bank Malaysia Kuala Lumpur, Malaysia
Personal Loan Rehabilitation Officer June 2017 – December 2017

- Conducted restructuring of personal loans to assist customers on managing their monthly loan payments by assessing their history to make informed decisions based on the given data
- Restructured over 1000 personal loans to lower monthly payments by increasing the total duration of the loan and interest rates for customers struggling to make the usual monthly payments.
- Analyze data and documentation process successfully decreased bad debt expense by over 3%