TAY Yee Teng

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Available Period: Aug 2026 onwards

EDUCATION

Singapore Management University (SMU), Final Year **Aug 2023 - Est Dec 2026**

Bachelor of Science in Information Systems, specializing in FinTech cGPA: 3.64/4 (Magna Cum Laude)

- Teaching Assistant for 3 mods: Web Application Development 1 & 2, Technology Solutions for Human Resources
- Marketing Director, SMU Product Club
- Team Leader, Talent Management, AIESEC in SMU

Temasek Polytechnic (TP) **Apr 2019 - Apr 2023**

Diploma in Financial Business Informatics with Merit *cGPA: 3.97/4*

- Vice President and Secretary, Girls in Tech (GiT)
- President, Financial Business Informatics Student Interest Group (FBISIG)
- Student Ambassador, Temasek Polytechnic IIT
- Mentor, Peer tutoring programme

EXPERIENCE

Data Analytics Intern **Jan 2026 - Present**

The Ascott Limited

- Performed data analysis and validation on large datasets using SQL and Excel to ensure accurate business reporting.
- Built and maintained dashboards, and led the end-to-end migration of 2 dashboards serving 300+ users.
- Conducted customer satisfaction impact analysis using Python (Pandas, Matplotlib, Seaborn, NumPy), delivering visualizations and insights that directly informed senior management decisions for the next financial year.
- Investigated and resolved 25+ data discrepancies through root cause analysis, partnering with cross-functional teams on UAT and operational support to improve data integrity.

PMO Intern **May 2025 - Aug 2025**

Changi Airport Group

- Facilitated Agile ceremonies across multiple squads and gathered product requirements in Jira and Confluence.
- Built an Agile Success Metrics tracking system end-to-end using Microsoft Forms, Power Automate, and Power BI, delivering 3 dashboards to visualize squad performance.
- Led the Terminal X Vendor Showcase (5+ vendors, event flow, on-site execution) and Host Training sessions (20+ Hosts, 2 sessions.
- Designed and wrote the official Host Guide used for showcase tours, including CEO and external partner visits.
- Conducted user research via concept testing and passenger interviews with the EUXUI team, producing the report used for post-UT Shareback.

Business Analyst Intern **Dec 2024 - Jan 2025**

Global Enterprise Mobility (GEM) Corporation, Hanoi, Vietnam

- Designed Figma wireframes and process flow diagrams to translate business requirements into clear visual specifications for development teams.
- Participated in the full software development lifecycle (SDLC) following Agile practices.
- Gathered and documented business requirements, authored user stories, and managed the product backlog to prioritize features and align stakeholder expectations.

Risk Analyst Intern converted to Contract **Jul 2022 - Jun 2023**

GIC Pte Ltd

- Built a commodities performance dashboard end-to-end for S&P GSCI indices. Including data extraction, validation, chart design, and underlying logic, used by the team's Vice President.
- Developed a portfolio weight calculator using Excel VBA that computes estimated returns and risk levels based on user-defined asset weightings.
- Conducted market research and analysis using Bloomberg Terminal, supporting quarterly risk reporting.
- Performed UAT on performance system enhancements and supported the broader reporting process.

TECHNICAL SKILLS

Certifications: Google Data Analytics Specialization (Credential ID: Q666JZ9A9JD5), Google UX Design Specialization (Credential ID: XWD32VTU5XLP)

Technical: SQL, Python, JavaScript, HTML/CSS, Excel VBA, TypeScript, PHP, Java

Applications: Tableau, Power BI, Fabric, Excel, Adobe XD, Figma, Canva, Jira, Confluence, WordPress, VSC