

# CHING YU (RAINA)KWAN

## Data Analyst

Barrie, Ontario  
249-733-6773 rainakwan@gmail.com

LinkedIn: <https://www.linkedin.com/in/raina-ching-yu-kwan/>  
Portfolio: <https://rainabcd.github.io/>  
GitHub: <https://github.com/rainabcd>

### Profile

Analytical, highly adaptable Data Analyst with 3+ years of IT project experience working in fast paced environment to achieve consistent quality results while meeting deadlines. Interpersonal skills to coordinate with clients, internal teams and suppliers.

- Always curious and eager to dig deeper to the root causes by asking questions
- Oriented towards problem solving, ability to adhere to the project goals and find insights for making data-driven decisions.
- Attention to detail, ability to spot redundant, incorrect and irrelevant data. Adept at identifying trends and connections.

### Skills

- SQL
- BigQuery
- Python
- PySpark
- Tableau
- Microsoft Power BI
- Microsoft Excel
- Talend
- Microsoft SharePoint
- Microsoft Office
- Attention to details
- Analytical mindset
- Problem-Solving skills

### Work Experience

May 2019 – Apr 2022

**Global Technology Integrator Ltd**

Hong Kong

#### Project Coordinator/Associate Business Analyst

- Ensured project Communicated with clients to gather user requirements and understand the business processes
- Coordinated with internal team to ensure feasible solutions available to fulfill requirements
- Composed project documentation including proposals, functional specifications, test plans and user manual
- Supported Pre-Sales support activities including contract renewal, internal documentation and coordination
- Supported implementing project activities such as system QA
- Projects were developed based on SaaS products:
  - Microsoft Dynamics 365 - CRM System
  - Sitecore - Content Management System

Apr 2018 – May 2019

**Wisers Information Ltd**

Hong Kong

#### Project & Data Services Officer

- Data collection and content analysis for data scientist to develop machine learning model
- Coordinated work tasks between teams
- Arranged and coordinated work flow and project tasks with Taiwan team
- Tools were mainly used:
  - MS Excel
  - Internal database and system

Jun 2017 – Apr 2018

**Hang Seng Bank Ltd.**

Hong Kong

**Counter Service Officer**

- Provided quality service through efficient and customer-friendly counter transactions
  - Delivered banking services and solutions by understanding customer needs and making appropriate referrals
  - Supported branch operations and adhered to relevant guidelines and procedures
- 

## Internship

Jul 2022 – Dec 2022

**Huronia Community Foundation**

Barrie, Ontario

**Project Lead**

In this project, our team assisted HCF to develop the Vital Signs© Report. The report aims to address the major community issues in North Simcoe and identify the relationships between issues. Our team was responsible to provide the major part of content of the report by analyzing and visualizing the data collected from multiple questionnaires. We have delivered four analysis reports with presentations for three different sets of questionnaires and one consolidated analysis report.

I was responsible for project management, duties incl:

- Collected user requirements
  - Developed the overall implementation plan and oversaw the budget
  - Analyzed survey data with visualization with MS Excel
  - Worked closely with the client and internal team to ensure project needs were fulfilled and budgets were honoured
  - Worked to ensure successful project execution according to established objectives, timelines, and costs
  - Provided project management and handled documentations using SharePoint
- 

## Education

May 2022 – Dec 2022

**Georgian College**

**Post Graduate Diploma in Big Data Analytics**

93.75/100 GPA

Graduated with Good Standing (Dean's List)

Sep 2015 – Jul 2017

**Hong Kong Baptist University**

**Bachelor of Commerce (Hons) in Marketing**

3.4/4 GPA

Graduated with First Class Honors

Sep 2012 – Jul 2015

**Hong Kong Institute of Vocational Education**

**Higher Diploma in Business Administration**

Graduated with Distinction Grade

---

## Reference

References available upon request