Marilyn Cheng Ze Xuan

Email: chengzexuan@gmail.com | **Tel: (**310) 923-0117

LinkedIn: https://www.linkedin.com/in/ze-xuan-cheng/ | **GitHub:** https://github.com/zexuanmarilyn

EDUCATION

UCLA ANDERSON SCHOOL OF MANAGEMENT
Los Angeles, CA
Master of Science in Business Analytics (MSBA – F1 STEM OPT)
Sep 2022 – Present
- Machine Learning for Decision Making, Optimisation, Data Management, Prescriptive Models, Operations Analytics, Customer Analytics, Competitive Analytics

THE UNIVERSITY OF TEXAS AT AUSTIN
Online
Post Graduate Program in Artificial Intelligence & Machine Learning
Jan 2021 – Jul 2021
- Statistical Learning, Supervised Machine Learning, Unsupervised Machine Learning, Feature Engineering and Model Tuning, Natural Language Processing

NANYANG TECHNOLOGICAL UNIVERSITY
Singapore
Bachelor of Accountancy
Aug 2015 – Jan 2019
GPA: 4.86/5.00 (Honours – Highest Distinction, Dean's List for 4 consecutive semesters)
- Statistical & Quantitative Methods, Communication Management Strategies, Strategic Management

PROFESSIONAL EXPERIENCE

HSBC
Singapore
Data Analyst
Aug 2021 – Sep 2022
- Utilized **SAS** and **SQL** to build automated reports for the loan collections team, resulting in time savings of 25%.
- Launched a customer risk monitoring dashboard using **Qlik Sense**, using **Google Cloud Platform (GCP)** data to identify high risk customers, increasing detection rate by 45%.
- Automated the data quality monitoring process, creating a seamless process that boost the number of data elements measured by 15%.
- Managed and guided three offshore data analysts working on the enhancement of the customer risk monitoring dashboard.

Graduate Analyst
Jul 2019 – Aug 2021
- Built macros using **VBA** to drive improvement in the forex sales tracking process, reducing the margin of human error by 50%.
- Developed two new reporting processes for more intricate tracking of sales performance, reducing the number of staff with zero sales by 12%.
- Utilised **SAS** to conduct trend analysis of newly onboarded clients, proposing a solution that increased wealth penetration among new customers by 7%.
- Pioneered the automation of regular reports for wealth projects, increasing the frequency of outputs by 16-fold and achieving time savings of 0.25 FTE.
- Organized two exclusive webinars for high-net-worth clients to educate on the need for legacy planning, generating 350 leads for sales staff.

WELLINGTON MANAGEMENT
Singapore
Global Marketing Intern
Jan 2018 – Jul 2018
- Collaborated with the client-facing team to organise investment seminars for clients, attaining record high attendance.

TECHNICAL SKILLS

Languages: Python, SQL, SAS, VBA
Software: Tableau, Qlik
Certification: Certified Associate in Python Programming, awarded by Python Institute

CO-CURRICULAR & COMMUNITY

- Toastmasters Club: Elevated proficiency in oral communication skills through giving prepared speeches and table topic speeches.
- Mentoring Edge Program: Took on a role as a mentor, guided freshmen in their academic and career planning activities.