Jess Jiang

Brisbane, 4113 | 0487 366 378 | jess.jiangxy@gmail.com | LinkedIn

PROFESSIONAL SUMMARY

I am a motivated and goal-oriented Business Analyst with a Master of Information Technology (Business Analysis major) from QUT and hands-on experience delivering real-world solutions during my internship at Corporate Protection Australia Group. I bring a strong ability to analyse business needs, optimise processes, and translate data into actionable insights that enhance efficiency and stakeholder outcomes.

I am confident in BPMN modelling using process repository tool SAP Signavio and Microsoft Visio, requirements gathering, root cause analysis, and automation opportunities. I also have a solid foundation in using data analysis tools such as Python, SQL, Power BI and Jira, git other project management tools. My background in digital transformation, stakeholder engagement, and cross-functional collaboration has consistently led to measurable improvements in project delivery, customer satisfaction, and operational performance.

I am now seeking a **Business Analyst** related role where I can apply my technical expertise, strategic mindset, and collaborative approach to help organisations drive value, efficiency, and innovation.

EDUCATION

Professional Year Program   Jul 2024 – Jun 2025
Performance Education, Brisbane, QLD
Key Focus: Australian business culture, professional communication, and workplace readiness

Master of Information Technology (Business Analysis Major)   Jul 2022 – Jun 2024
Queensland University of Technology (QUT), Brisbane, QLD
Achievements: Executive Dean's Commendation (GPA: 6.5/7)
Key Skills: BPMN Process Mapping and Repository using Signavio, Lean Six Sigma, Project Management, SQL, Python, Systems Analysis, Data Analytics, Agile Project Management using Jira
Key Projects (details available on request):
- **QLD Kindergarten Business Needs Analysis** – Gathered requirements, mapped as-is processes using BPMN, performed POPIT, Root Cause analysis, and designed to-be workflows with digital transformation and cost-effective solutions.
- **Manufacturing Process Analysis and Redesign** – Conducted BPMN-based analysis to identify inefficiencies and developed optimised to-be models to improve operational efficiency.
- **Process Mining & Optimisation** – Utilised ProM, Disco and Celonis to analysis service time, resource use, bottlenecks, delays, and aligned findings with BPMN models to support improvements.
- **Data Analysis & Visualisation with Power BI** – Delivered insights via dashboards to support performance tracking and uncover actionable insights.
- **Healthcare Data Analysis with Python** – Analysed QLD hospital patient data, delivering insights on waiting times, service availability and regional disparities.

Bachelor of Arts (Website Design)   Sep 2009 – Jun 2013
Nanhang Jincheng College, Nanjing, China
Achievements: Outstanding Student Scholarship, National Merit Scholarship

EMPLOYMENT HISTORY

Corporate Protection Australia Group – Brisbane, QLD
Corporate Protection is a global leader in risk and resilience management delivering advisory, personnel, equipment, and training solutions across critical sectors including mining, energy, maritime, government, and healthcare.

Business Analyst, Intern   Mar 2025 – Jun 2025
- Led the Procurement Documentation Project, including development of the Project Charter outlining current state, stakeholder needs, project scope, risks, milestones, and improvement opportunities,
- Facilitated multiple stakeholder meetings to collect and clarify inventory data and process maps,
- Conducted process mapping using inventory data and created Standard Operating Procedures (SOPs),
- Analysed gaps in existing procurement processes and proposed workflow optimisations and system automations,

- Engaged stakeholders across finance, EMR, and mobile development projects to gather requirements and conduct User Acceptance Testing (UAT),
- Supported Power BI dashboard enhancement projects to improve data accessibility and reporting,
- Utilised tools including Jira, Visio, Microsoft Teams, SharePoint, Microsoft Office Suite, Power BI, Power Apps, NetSuite, and WordPress.

Key Achievements
- Documented current ("as-is") procurement workflows, increased procurement process visibility and traceability, accelerating delivery time by 10%
- Delivered short, medium, and long-term improvement plans, including quick wins that were implemented immediately – Enabled subsidiary editing features in NetSuite for proposal/order creation.
- Identified and recommended automation opportunities to streamline procurement workflows – Embed markup calculations, replace manual Excel tracker with dashboard reports, and automate inventory updates synchronization across multiple platforms.

PMA Research Consultancy Practice in Aboriginal Environments - Brisbane, QLD

PMA addresses topics on Aboriginal Architecture, vernacular architecture, housing, homelessness and overcrowding. He is currently working on a proposal to study the Austronesian migrations into the Polynesian islands.

Research Assistant, Part-time   Jun 2024 – Present
- Literature research on Taiwan origin of Austronesian people, timing and route of Austronesian migration, typical features of their house, location of exemplars on all Polynesian islands.
- Translation of documents on Austronesians written in Mandarin into English, and interpretation of Chinese context
- Design travel itinerary and provide live implement on field trips to Taiwan and mainland China.

Aurora Nails Beauty - Ashgrove, QLD

Aurora is a local community-focused beauty salon offering professional nail and beauty services in a stylish, relaxing environment.
I started as a trainee, supported customer service and operations while applying a business analyst mindset to identify challenges, defects and provide improvement actionable insights.

Business Analyst/Nail Technician Assistant, Part-time   Sep 2022 – Sep 2023
- Delivered a lightweight digital booking solution to streamline real-time scheduling and team coordination, which reduced paper dependency by 80%.
- Analysed customer pattern and service trends using Excel/Power BI, enabled data-driven marketing campaigns.
- Mapped current business workflows using Signavio and identified process defects and bottlenecks to support future operational improvements.
- Bridged communication gaps by offering translation support between Chinese-speaking technician and local clients, boosting customer satisfaction.

Jian Xun Tong Network Technology Co., LTD (JXT) - Nanjing, China

JXT is a technology-driven startup company specialising in software consulting and information services for commodity inspection companies and laboratories throughout China. The company integrates research and services across information technology, communication technology, and automation, leveraging national import and export inspection data to support the digital transformation of the inspection and testing industry.

Business/System Analyst, Part-time   Dec 2015 – Nov 2018
- Consolidated and centrally displayed information from over 1,000 inspection institutions, enhanced user search efficiency by over 80% and reduced the average decision-making cycle from 3–5 days to just a few hours to better support customer inspection service needs.
- Improved operational efficiency by 10% through effective business process analysis and optimisation.
- Increased client satisfaction and retention by 20% through enhanced stakeholder engagement and tailored digital solutions.
- Contributed to a 25% faster project delivery time by ensuring clear requirements and lifecycle alignment.

Jiangsu Academy of Science and Technology for Inspection and Quarantine (JAIQ) - Nanjing, China

JAIQ was a public institute under the Jiangsu Entry-Exit Inspection and Quarantine Bureau, specialising in inspection technology R&D. It operates 8 research centres and 28 national labs, offering technical support for inspection, quarantine, standards, and training. I was employed as a Service Process & Performance Analyst, was subsequently promoted to the position of Strategy and Data Analysis manager, continuing my tenure in a leadership role.

Business Strategy and Data Analysis Manager, Full-time   Mar 2016 – Nov 2018
- Led digital transformation initiatives and implemented client profiling strategies, boosting business model projection accuracy by 40% through tools like Microsoft Office Suites, SQL, Power Query (Excel), APIs, Lucid Chart.

- Applied advanced digital networking and client management strategies, leveraging platforms like CRM, Ding Talk, Gantt charts, and SEO tools, resulting in a 30% growth in business relationships and a 40% improvement in operational efficiency.

Service Process Performance Analyst, Full-time   Jul 2012 – May 2016

- Applied data analytics and produced monthly visualised business reports using Excel/Power Query to support strategic decision-making.
- Maintained a comprehensive digital communication system to manage service orders and email enquiries efficiently, improved 30% response times and 35% overall service efficiency.
- Led the execution of search engine optimisation (SEO) strategies enhanced 60% communication and web visibility.

KEY SKILLS

Business Analysis & Process Improvement
- BPMN, UML, Visio, Use Cases, User Stories, Gap Analysis, Process Waste Analysis, Capability Analysis
- Requirements Gathering, Validation, and Traceability
- RACI/RASCI stakeholder management
- Root Cause, Bottleneck, Capacity, and Cycle Time Analysis
- Tools: UML, Signavio, Lucidchart, Visio, ProM, Disco, Celonis
- Methodologies: Lean Six Sigma, IIBA BABOK Guide

Project & Product Management
- Methodology: Agile/Scrum and Waterfall
- Tools: Jira, Git, Notion

Data Analysis & Visualisation
- Languages: Python, SQL
- Tools: Power BI, Tableau

- Concepts: Machine Learning, Predictive Analytics

Website & Software Development
- Frontend: HTML, CSS, JavaScript, Bootstrap Python, SQL
- Backend: Python, SQL, Flask, Django
- Database: MySQL, PostgreSQL, SQLite
- Tools: VS code, Postman, Git, Figma, CRM systems, SAP, Jira
- Systems & Integration: CRM platforms, SAP, APIs

Languages
- English and Chinese – verbal and written communication

Professional Strengths
- Passion, Collaboration & Teamwork, Attention to Detail, Analytical & Critical Thinking, Problem-solving
- Adaptability & Curiosity, Integrity & Accountability, Resilience

CERTIFICATES & AWARDS

Queensland Government Procurement Certification Program (PCP) Level 1 (Fundamentals), IPAA, Dec 2024
   Fundamentals in procurement, contract management and social procurement.

Best Employee of the Year, JAIQ, 2014 & 2016

PERSONAL ATTRIBUTES & INTERESTS

I am a collaborative, resilient, and adaptable team player with a strong work ethic and goal-oriented mindset. These qualities have been shaped through an active lifestyle, driven by my passion for yoga, Pilates, dragon boating, wakeboarding, wake surfing, and swimming. Each activity has played a role in developing key professional strengths:

- **Teamwork & Collaboration** – Dragon boating has sharpened my ability to communicate effectively and work in sync with others to achieve shared goals
- **Resilience & Focus** – Yoga and Pilates have strengthened my capacity to remain calm, centred, and solutions-focused under pressure
- **Adaptability & Agility** – Wakeboarding and wake surfing have taught me to anticipate change, embrace uncertainty, and adjust with confidence

These pursues continue to build both physical and mental strength, inspiring a mindset grounded in innovation, responsiveness, and delivering meaningful results.

ONGOING PURSUES & CONTINUOUS LEARNING

I am constantly pursuing professional courses certificates:

- **Business Analysis** – Lean Six Sigma Course with certificates, IIBA BABOK Guide with ECBA and CBAP
- **Project Management** – CAPM, PMP, PMI-ACP (Agile certified Practitioner)
- **Process Repository** – Tools Related Course – ARIS, Camunda, Bizagi, Blueworks Live

References available upon request.