

Nah Zheng Xiang, Philson

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Mobile: (65) 96966686

Date of Birth: 09/02/1989, Singaporean

Experience

07/2020 – 02/2021

Business Analyst, Sky Premium International Pte Ltd



SKY PREMIUM
THE GOOD LIFE

- Engaged users and departments to elicit and capture business requirements
- Prepared wireframes, requirements, and technical specification documentation
- Implemented projects in concert with design and offshore development teams
- Formulated test plans and conducted user training and UAT with stakeholders
- Performed competitive analysis and produced reports on member/sales data

08/2014 – 09/2016

Enterprise IT, DSTA Singapore



DSTA
Defence Science &
Technology Agency

- Worked closely with users as mgmt. committee secretariat for LEARNet project
- Actively pushed for the adoption of responsive design and hybrid mobile apps
- Liaised with IT vendors to ensure smooth implementation of apps and features
- Engaged in proactive research of IT trends and pedagogies to push innovation
- Managed a team of contract staff for IT infrastructure rollout and maintenance

08/2013 – 11/2013

IS3102 Teaching Assistant, National University of Singapore



School of Computing

- Provided weekly consultation sessions for students to seek help on their project
- Guided students in Requirements Analysis and development of Enterprise Systems
- Provided troubleshooting of Java EE and Web Development related issues

06/2013 – 08/2013

SME Infocomm Enabler Intern, Infocomm Development Authority of Singapore



SINGAPORE

- Researched and analyzed different industries to identify key business challenges
- Conducted interviews with local SMEs to gain insights on their business processes
- Proposed solutions to boost productivity and increase ICT adoption of local SMEs

05/2012 – 08/2012

Applications Developer Intern, Barterfli Holdings Pte Ltd



- Designed and developed website templates for client facing e-commerce solutions
- Coordinated and worked on projects between Barterfli and their IT vendor Vidasprint
- Introduced mobile app development to the team by producing a working prototype

Skills and Knowledge

- **Requirements Analysis** – UML, Use-Case Diagrams, Activity Diagrams, ER Diagrams
- **User Experience Design** – Nielsen's Heuristics, HTA, Gamification Theory, Adobe XD
- **IT Consulting** – PMBOK, IT Strategy, Outsourcing Management, Design Thinking
- **Web Applications** – HTML5/CSS3/JavaScript, jQuery, TypeScript, Ajax/JSON
- **Hybrid Applications** – Apache Cordova, Electron, Ionic Framework, Angular 2+
- **Cloud Computing** – SOA, Amazon Web Services (EC2, S3), Google Compute Engine
- **Trading & Investing** – Technical Indicators, TradingView, Pine Script, Automated Bots

Education

Aug 2017 to Aug 2018

Nanyang Technological University (NTU)

- Master of Science (MSc) in Information Systems
- Areas of study: IT Strategy, Project Management, HCI
- Certificate of Excellence, GPA: 4.6/5.0

Aug 2010 to Aug 2014

National University of Singapore (NUS)

- Bachelor of Computing (Hons), Major in Information Systems
- Specialization: Service Science, Management and Engineering (SSME)
- Dean's List Award

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Awards and Accreditations

- Certificate of Excellence (Academic Year 2017-18, Semester 2)
- Japanese-Language Proficiency Test (JLPT) N3
- National Service (NS) Excellence Award 2017, 2018, 2019
- DSTA Innovation Award (Individual) 2014
- SAP Certified Associate – Business Foundation & Integration with SAP ERP 6.0 EHP5
- School of Computing Term Project Showcase (STePS) 2014 – 1st Place
- IS1112 Most Innovative E-Business Award (2013)
- Dean's List Award (Academic Year 2011-12, Semester 2)

Academic Research



Wee Kim Wee School of Communication and Information

AC-01 Design of an e-learning prototype



Project Cost Management: A study of Waterfall vs Agile



Usability Project: Redesigning the IXL website



IT Outsourcing Strategy: A study on the strategic adoption of cloud computing

CI6299 CRITICAL INQUIRY IN INFORMATION SYSTEMS

- Reviewed existing literature in the areas of e-learning and case-based learning
- Identified a knowledge gap in the application of e-learning to case-based learning
- Constructed a framework to address this knowledge gap and guide research
- Implemented an e-learning prototype to manifest the research framework
- Evaluated prototype using before-and-after, within-participant experimental design

CI6204 SOFTWARE PROJECT MANAGEMENT

- Studied existing theories in Project Cost Management as laid out in PMBOK
- Compared and contrasted how the theories apply to Waterfall vs Agile models
- Discussed the practical implications of each model by examining case studies
- Highlighted benefits and made recommendations based on the nature of projects

CI6220 USABILITY ENGINEERING

- Performed usability analysis on IXL's e-learning platform to identify potential issues
- Compared design differences and identified useful features utilized by competitors
- Established clear personas and scenarios to guide the framework for the redesign
- Revamped IXL's website by incorporating the concepts outlined in the framework
- Evaluated the prototype against Nielsen's 10 heuristic principles to validate efficacy

CI6229 MANAGEMENT OF INFORMATION SYSTEMS OUTSOURCING

- Analyzed the benefits of Cloud Computing in relation to IT Outsourcing Strategy
- Created a framework for understanding Strategic Adoption of Cloud Computing
- Examined EasyJet's IT Outsourcing journey to identify merits of their approach
- Outlined practical benefits and approaches for firms adopting Cloud Computing

Recent Projects



- Hybrid app built Ionic and Angular framework
- Leveraged Cordova API for native functionality
- Previously published to [Google Play Store](#)



- Lead a team of 7 to build a [travel web app](#)
- SOA architecture using RESTful Web APIs
- Integrated Facebook login and Google Maps



- Built crypto price alerts app with Ionic/Angular
- Packaged as desktop app using [Electron](#)
- Published publicly to the [Mac App Store](#)

About Me

As someone who has always been fascinated by the intersection of technology, design, and business, I constantly research and stay updated with the latest developments in the space. I graduated with a Master of Science (MSc) in Information Systems from NTU, a program that equips me with the knowledge to better understand IT projects from a management perspective. Throughout my career, I have had the opportunity and experience of working with project teams and managing the implementation and delivery of apps and services. These days, I spend my free time staying tuned with the latest news and trading cryptocurrencies. I also enjoy photography and going for regular workouts at the gym. As someone who is always looking to grow, I am searching for exciting opportunities to work with talented and experienced teams to broaden my horizons. Currently, I am looking for a career that would allow me to actively contribute my fresh perspectives and out-of-the-box ideas to bring innovative projects into fruition.