

Luke Ong Yi Sheng

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CAREER SUMMARY

A data and product professional with more than 5 years of supply chain experience, Luke demonstrates a proven track record of achieving business outcomes with his stakeholders, backed by actionable and data-driven insights. Luke consistently works on his self-awareness and leads with confidence and agility.

KEY ACHIEVEMENTS

Tempest

- > Redesigned and created a user cancellation experience on Android/iOS to reduce cancellation rate by 20%
- > Relunched the identity authentication flow for users on Android/iOS to adhere to country regulations
- > Designed a data product that discovered and banned 20% more malicious users and reduced AUP violations by half

DC Frontiers

- > Increased relevant news search results by 50% with deployed model that improved topic classification accuracy
- > Increased AI Research team's productionized output by 20% through setting up new processes and KPIs

Janio Asia

- > Achieved 4 man day savings per month with deployed data products that alerted Operations Team on parcel journey bottlenecks, manual process redesign and workflow automation
- > Achieved 90% time savings for Finance operations with deployed data products that assisted them with invoice reconciliation

Lazada Group

- > Reduced 15% of first-mile lead time for Southeast Asian customers by launching parcel pickup optimisation product that assigns failed pickup ownership correctly to seller or courier
- > Led operations improvement and cost reduction initiatives across all Southeast Asia markets, by building zero-to-one cost computation product that provides full transparency on last mile logistics costs
- > Pioneered logistics product metrics that enabled product team to link individual product outcomes
- > Shipped parts of the current supply chain system comprising fulfillment, logistics and inventory services for planning and operations

Funding Societies

- > Developed end-to-end data product of automatic loan status update notifications that resulted in time savings, reduction in loan handling time, and prevention of manual and potentially erroneous data entry, using Apache Airflow
- > Produced a dashboard on Periscope to monitor health of data pipeline in areas of volume, veracity and velocity of data flow from production source to data warehouse

PSA Singapore

- > Initiated a project to lower truck waiting time to 8.0mins by recommending a threshold activity level for each remote yard crane zone, supported by a decision tree model that maps waiting time to different types of container activities handled in each zone
- > Convinced senior management that a minimum increase of 10% yard crane fleet size was required to ensure sufficient deployment of yard cranes to keep truck waiting time below target of 7.0mins, backed by a linear regression model that considered volume handled in each shift

CORE COMPETENCIES

Project Management
Data Analytics
Cloud: Amazon Web Services

Programming: Python, Javascript, SQL
Data Engineering: dbt, Apache Kafka, PySpark
API: Postman

CLI: git, bash
A/B testing: Amplitude
Design: Miro, Figma

WORK EXPERIENCE

Tempest (B2C Privacy Apps) Product Manager - Phoner	Singapore Jul 22 to Jan 23
DC Frontiers (B2B News Aggregator) Product Manager - Artificial Intelligence	Singapore Feb 22 to Jun 22
Janio Asia (Supply Chain Aggregator) Senior Data Analyst Acting Product Manager	Singapore Jul 21 to Feb 22
Lazada Group (E-commerce Supply Chain Platform) Senior Associate, Product	Singapore Aug 19 to Jul 21
Funding Societies (Trade Financing) Data Analyst	Singapore Nov 18 to Jul 19
PSA Singapore (Supply Chain Operations) Senior Operations Planning Analyst Operations Planning Analyst	Singapore Jul 18 to Oct 18 Sep 15 to Jul 18

EDUCATION

Singapore University of Technology and Design Bachelor of Engineering (Engineering Systems Design), Supply Chain Specialisation Summa Cum Laude	Singapore Apr 12 to Aug 15
Massachusetts Institute of Technology Global Leadership Programme	Massachusetts, USA Jun 13 to Aug 13
Raffles Institution Integrated Programme (GCE 'A' Level: 6 Distinctions, 2 Merits)	Singapore Jan 04 to Dec 09

OTHER ACTIVITIES

Touch Young Arrows Volunteer Lead > Led a graduation camp for 65 students and 35 volunteers	Singapore May 16 to Jun 21
TeachMi (Edtech Startup) Chief Product Officer > Pitched the product market fit to potential investors	Singapore Mar 18 to Mar 19