

Alicia Thum Hew Yan

Software Engineer/Business Analyst

Contact

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Languages

- English
- Chinese

Technical Skills

- Tools
 - Microsoft Office
 - Talend Open Studios for Data Integration
 - Microsoft SQL Server Management Studio 18
 - Power BI
 - Tableau
- Programming
 - Java
 - Python
 - C++
 - C
 - C#
 - HTML, CSS, JS
 - MicroPython
 - SQL
 - React JS
 - PHP



Profile

Software Engineer with 4+ years driving digital transformation in Singapore's healthcare sector, specialising in MOH systems integration, ETL processes, and full stack development. Expertise in Big Data analytics, cross functional collaboration, and bridging technical-business requirements.

Singapore Citizen | Available immediately



Professional Experience

Toppan Ecquaria Pte Ltd APR 2023- PRESENT
Software Engineer

- Led the successful rollout of the Biosafety Module, collaborating with Business Analysts, QA, and Change Request (CR) teams to ensure seamless integration across healthcare facilities.
- Supported requirements finalization by developing wireframes and user guides, enabling timely deployment of multiple modules.
- Conducted comprehensive QA testing across 3 service modules, logging and tracking issues via a ticketing system and performing performance analysis to enhance system quality.
- Coordinated with the CR Department to document and implement system changes, creating over 20 updated wireframes and user guides to support enhancements.
- Participated in System Integration Testing (SIT) and User Acceptance Testing (UAT) for 6 modules, validating system functionality and end-user experience.
- Investigated and resolved critical issues through detailed log extraction and analysis, improving system reliability and uptime.

Toppan Ecquaria Pte Ltd APR 2021 - MAR 2023
ETL Engineer

- Delivered Phase 1 of a multi-million-dollar Healthcare Application and Licensing Portal, serving thousands of healthcare professionals across Singapore.
- Migrated gigabytes of legacy data with high accuracy, ensuring no data loss and completing the task ahead of schedule.
- Reduced data verification issues by a significant percentage through implementing automated cleansing algorithms and validation frameworks.
- Managed end-to-end Phase 2 migration affecting hundreds of biosafety laboratories, ensuring no business disruption during the transition.
- Saved hundreds of man-hours monthly by optimizing ETL pipelines and implementing automated data quality checks.

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals (Ongoing)
- Scrum Developer

Singapore Telecommunications Limited SEP 2020 - MAR 2021
PMO Intern

- Assisted in the implementation of 3 out of 6 phases of the Digitalize Project Activity Tracking & Circuit Handover (DPATCH), aimed at reducing manual touchpoints in the Project Online Platform.
- Supported the roll-out of an automation project aimed at reducing manual touchpoints on the Project Online Platform, improving process speed, and reducing errors.
- Utilized Microsoft Project, Azure, CDS, SQL, PowerApps, Orion, and Proprietary Tools for the automation project.
- Tracked project executions and performed UAT testing, report generation, and reviews for project items.
- Collated documents and information into Excel for project management purposes.



EDUCATION

Bachelor of Computer Science (Big Data) APR 2023 - MAR 2025
Singapore Institute of Management - University of Wollongong

Diploma In Electronics Systems APR 2018 - APR 2021
Nanyang Polytechnic
Majored in Smart Connected Systems