

CHI JEN (CHRIS) WANG

BUSINESS & PROCESS ANALYST | AGILE DELIVERY • AI • PROCESS IMPROVEMENT

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Full Australian working rights until 11 May 2028 | Available immediately | English (full professional) | Mandarin (native)

PROFILE

Business and process analyst with one year of hands-on experience on an enterprise audit platform, translating operational needs into 50+ developer-ready specifications and Jira tickets with acceptance and QA criteria. Experienced in current-state analysis, workflow redesign, AI-enabled support, system testing and UAT support. Master of Information Systems from the University of Melbourne.

CORE CAPABILITIES

Business analysis: Requirements gathering; functional specifications; acceptance criteria; process, workflow and data-flow documentation; improvement recommendations

Agile delivery & validation: Jira; backlog and ticket management; system testing; exploratory QA; UAT support; solution validation; continuous improvement

Process & AI: BPMN; as-is/to-be mapping; Five Whys; automation opportunity assessment; AI support workflows; Apromore; Userflow; Notion

Data & systems: SQL; MySQL; relational data modelling; Excel; Power BI; Shopify; enterprise systems and SAP ERP concepts

PROFESSIONAL EXPERIENCE

Product / Business Analyst | Quartile 5

Jan 2025 – Jan 2026

- Mapped the end-to-end onboarding journey of an enterprise industrial audit platform, documenting 15+ system issues and friction points that established the improvement roadmap.
- Designed and launched eight guided future-state task workflows in Userflow, enabling first-time users to complete an audit plan without assistance.
- Converted new-feature designs into 50+ developer-ready specifications and Jira tickets, defining interaction behaviour and acceptance/QA criteria to reduce engineering clarification cycles.
- Built an AI support assistant on a 19-article Notion knowledge base, resolving more than 90% of early client questions without human support.

QA Tester (Part-time) | Quartile 5

Mar 2024 – Jun 2024

- Performed exploratory, user-perspective testing and documented 30+ usability defects in Jira to support product validation and continuous improvement.

Data Reviewer | AIFIAN, Taipei

Sep 2023 – Dec 2023

- Validated 4,400+ OCR applications in three months and extended an error-rate tracker across 11,000+ records to improve data-quality visibility.

Project Manager & Digital Operations | THE STUDIO, Taipei

Jan 2022 – Jan 2023

- Captured requirements and coordinated bilingual stakeholders across artists, enterprise partners and international distributors, managing expectations from planning through delivery.
- Standardised contracts, checklists, timelines and order-to-fulfilment workflows; launched the organisation's first Shopify sales channel in four weeks, with processes retained for a two-year programme.

SELECTED PROCESS ANALYSIS PROJECT

Boeing 787 Kitting Process Analysis & Redesign | University of Melbourne

2025

- Modelled current and future-state supply-chain workflows in BPMN using Apromore, identifying that only 9.73% of elapsed time was value-adding.
- Applied Five Whys and proposed automated data synchronisation between engineering and ERP systems to remove manual re-entry and reduce hand-off delays.

EDUCATION

Master of Information Systems | University of Melbourne

Feb 2024 – Dec 2025

Relevant study: Business Process Management (BPMN, Apromore); Database Systems (SQL, ERD); Enterprise Systems & Architectures (SAP ERP, TOGAF); Managing Business Analytics.

Bachelor of Arts in Radio and Television | National Chengchi University

Sep 2013 – Jun 2017