

IVON CHIN

Cloud Engineer | BI & Data Engineering | Contact Centre Technology

boo@ivon.boo | 0432 199 888 | Melbourne, VIC, Australia

PROFESSIONAL SUMMARY

Cross-functional technical professional with experience spanning cloud engineering, Amazon Connect, business intelligence, data engineering, ETL, workforce management, contact centre operations, financial and operational reporting, systems integration, forecasting, spreadsheet engineering, and company-wide IT support. Strong track record of architecting data warehouses and pipelines, building executive and operational reporting, translating business requirements into usable technical solutions, and owning broad end-to-end delivery in fast-moving environments.

CORE SKILLS

Cloud & Contact Centre: Amazon Connect, Amazon VPC, Amazon CloudWatch, CloudShell, AWS Glue, Amazon Kinesis, Amazon Data Firehose, Amazon S3, Amazon ECS, Amazon QuickSight (QuickSight), Grafana, call flows, AI chatbots, virtual voice agents.

Data, BI & Reporting: Data warehousing, ETL pipeline design, Domo, Power BI, MicroStrategy, finance and inventory reporting, executive and board reporting, logistics and manufacturing analytics, self-service BI enablement, SQL/PL-SQL/T-SQL.

Modelling & Systems: Forecasting, COGS modelling, trade promotion management, spreadsheet engineering, financial modelling, Excel, pivot tables, Power Query, DAX, SAP rollout support, Azure administration, systems integration.

PROFESSIONAL EXPERIENCE

Cloud Engineer | TTEC VoiceFoundry | Jan 2022 - Present

- Support AWS customers primarily across Amazon Connect contact centre environments, cloud networking, reporting, observability, and technical integrations.
- Design and support contact centres and call flows, and develop reporting and analytics solutions for operational visibility across Amazon Connect ecosystems.
- Regularly work with Amazon Connect, Amazon VPC, Amazon CloudWatch, CloudShell, AWS Glue, Amazon Kinesis, Amazon Data Firehose, Amazon S3, Amazon ECS, Grafana, and Amazon QuickSight.
- Build data pipeline projects and reporting solutions used to troubleshoot, monitor, and improve customer environments.
- Support integrations with eMite, Calabrio, Verint, and Salesforce SCV, and help implement AI-powered chatbots and virtual voice agents.

Business Intelligence Analyst (acting BI, Data & Systems Lead) | Bubs Australia | May 2018 - Jan 2022

- Joined when the company had about 8 employees and evolved from BI Analyst into the primary owner of business intelligence, data engineering, systems integration, cloud migration, and internal IT support.
- Integrated Domo with MYOB, Xero, and Unleashed Software; architected the company data warehouse and built ETL pipelines for company-wide reporting.
- Developed board, shareholder, executive, finance, inventory, logistics, manufacturing, marketing, and supply chain reporting used across the business.
- Built a Trade Promotion Management tool and extensive spreadsheet-based planning and financial models using advanced Excel, pivot tables, Power Query, and DAX.
- Developed milk forecasting and COGS forecasting models for Bubs, Nulac, and external farms by combining operational farm knowledge with financial modelling.
- Helped implement factory monitoring using IoT devices feeding real-time data into AWS Aurora, then into Domo for historical reporting and manufacturing analytics.
- Implemented Trust Codes traceability pipelines, supported warehouse integration with Mainfreight, helped with SAP rollout, and built logistics analytics for supply chain visibility.
- Migrated the business to the cloud, managed Azure-related systems, and served as first point of contact for IT support across offices in China, Vietnam, and the United States.

Senior Reporting Analyst / Dual WFM & Reporting Technical Lead | iSelect | Dec 2016 - Apr 2018

- Served as the dual workforce management and reporting technical lead on the Aspect VIA project.
- Helped configure the Aspect VIA WFM module and developed contact centre operations and workforce management reporting.

- Rebuilt reporting capability using Aspect and MicroStrategy, and built Power BI reports during the initial rollout while helping stakeholders adopt the platform.
- Worked closely with data engineers on Aspect VIA data ingestion and supported data pipelines using workforce and contact centre operational knowledge.
- Supported CRM-related data requests and database projects while driving stakeholder self-service reporting.

Workforce Planner / Reporting Analyst | iSelect | Jul 2013 - Nov 2016

- Led rollout of the Aspect VIA workforce planning system and worked across workforce planning, scheduling, forecasting, operational reporting, and dashboard development.
- Focused on core metrics such as occupancy and leave statistics, and owned schedules for outbound and cold-calling teams outside the health insurance business.
- Built custom contact centre operational reports, workforce efficiency reports, and recurring stakeholder reporting used largely for lead management.
- Supported the data pipeline for workforce management data and communicated analysis and insights to operational stakeholders.

Real Time Analyst | iSelect | Jan 2013 - Jul 2013

- Supported live contact centre operations, intraday workforce coordination, and rollout of the Aspect workforce planning system.
- Provisioned hard phones and SIP soft phones, supported operational analysis, and contributed to requirements assessment and financial auditing.

Business Development Manager | iSelect | 2012 - 2013

- Sold car insurance and general insurance products, identified customer needs, and worked toward KPI-based sales outcomes.
- Supported business development through customer engagement, opportunity sourcing, and sales strategy preparation.

ADDITIONAL EXPERIENCE

- Assistant Editor, Open Studio (2011 - 2015) and Editor, Diverse Films (2010 - 2012): television production and video editing aligned to marketer and audience goals.
- General Manager, Oztel (2008 - 2010): ran a mobile phone accessories and spare parts business, managing B2B sales, distribution, quotas, and day-to-day operations.
- Customer Service Consultant, ANZ Bank (2007 - 2008): handled inbound customer issues in a high-volume service environment and contributed to process improvements.
- Retail Sales, C2One (2005 - 2007): sold mobile phones and accessories in a retail environment.
- Retail Sales, B Mobiles (2003 - 2005): sold mobile phones and accessories and built early customer-facing sales experience.

SELECTED STRENGTHS

- Cross-domain background across BI, ETL, cloud, contact centres, workforce management, systems integration, finance-aligned analytics, and technical operations.
- Advanced spreadsheet engineering and financial modelling capability, including Excel, pivot tables, Power Query, DAX, and structured model design.
- Strong business-facing communication skills developed through executive reporting, board reporting, stakeholder enablement, and hands-on operational support.

Professional references will be gladly provided upon request.