VICTORIA ZHAN

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Business Analysis | Digital & Systems Improvement | Data & Technology

PROFESSIONAL SUMMARY

Business and Digital Analyst with an Information Systems background and hands-on experience across banking, healthcare, digital operations and business intelligence environments. Experienced in requirements analysis, stakeholder engagement, reporting, data analysis and digital improvement, with practical exposure to AI-assisted workflows, Power BI, Tableau, SQL and customer-facing digital solutions. Comfortable working across business and technology teams to understand business needs, analyse information and contribute to practical system, reporting and process improvements. Brings a strong combination of business understanding, data capability and technology awareness, supported by experience in both Australian and international organisations. Seeking Business Analyst, Digital Business Analyst, Business Systems Analyst or Technology Analyst opportunities where business, data and technology intersect.

SKILLS

- **Business Analysis & Requirements:** Experience in requirements elicitation, business problem analysis, process review and stakeholder communication, with exposure to translating business needs into practical reporting, digital and technology solutions.
- **Data & Business Intelligence:** Hands-on experience using Power BI, Tableau, Excel and SQL for data cleaning, reporting, dashboard development, KPI analysis and performance insights across operational and business environments.
- **Digital & Systems Analysis:** Experience reviewing digital processes, website journeys and technology-enabled workflows, with exposure to AI-assisted reporting, system improvement and business-technology collaboration.
- **Stakeholder Engagement:** Worked with business managers, BI teams, IT teams and cross-functional stakeholders to clarify needs, review outputs, incorporate feedback and communicate analytical findings.
- **Process & Delivery:** Familiar with process mapping, gap analysis, Agile/Scrum and iterative delivery, with practical experience contributing to digital, reporting and analytics initiatives.
- **Technical Tools:** Working knowledge of Python, Java, R, Figma, WordPress, HTML/CSS and relational databases, complementing a broader Information Systems background.

PROFESSIONAL EXPERIENCE

Corporate Banking Analyst Intern
China Merchants Bank | Melbourne Aug 2026 - Sep 2026

Key Projects & Achievements

- **AI-Assisted Reporting Automation**: Supported the design and testing of an AI-assisted workflow for corporate bond investment reporting. Analysed the existing report structure, identified sections suitable for AI generation versus human review, gathered requirements from business managers, and refined the workflow through iterative feedback and testing to establish a more structured approach to report drafting.
- **Business & IT Implementation Support**: Worked with corporate banking managers and IT staff to validate the feasibility of the AI-assisted reporting solution and support its implementation. Coordinated testing, clarified installation requirements, and helped translate business expectations into practical steps that could be adopted by users across the team.

Responsibilities

- **Requirements Elicitation:** Engaged with corporate banking managers to understand existing reporting processes, identify time-consuming manual activities, and clarify expectations for an AI-assisted reporting solution.
- **Business Analysis:** Reviewed existing bond investment reports to understand content structure, business requirements, and areas where automation could support report preparation while maintaining appropriate human oversight.
- **Process Assessment:** Assessed individual reporting activities to determine which tasks could be automated, which required manual input, and which required human validation due to judgement, internal information, or risk considerations.
- **Solution Validation:** Tested AI-generated reporting outputs against previously approved reports and worked with users to identify gaps, refine outputs, and improve alignment with business expectations.
- **Business-IT Collaboration:** Liaised with IT staff to test technical feasibility, clarify installation requirements, and support deployment of the reporting workflow to corporate banking users.
- **Due Diligence Support:** Conducted PEP screening through Dow Jones and cross-checked director and corporate information against public sources to support corporate banking due diligence and risk review activities.

Information Systems & Marketing Administrator
Juliana Village Association Ltd | Sydney Mar 2024 - Oct 2025
Key Projects & Achievements

- **Digital Presence Transformation**: Supported the modernisation of Juliana Village's digital presence by improving its legacy website and establishing LinkedIn, Instagram, Facebook and TikTok channels from the ground up. Enhanced online visibility and accessibility for prospective residents and families, contributing to full occupancy and approximately 50% growth in the active waiting list.
- **Website & Customer Experience Improvement:** Reviewed the existing website from a user and content perspective, identified navigation, usability and presentation issues, and implemented practical improvements based on feedback from management and internal stakeholders to create a clearer and more accessible digital experience.

Responsibilities

- **Stakeholder Engagement:** Worked closely with management, HR and internal staff to understand business priorities, clarify communication needs and gather feedback on website and digital content improvements.
- **Digital Business Analysis:** Reviewed the existing website and digital presence to identify usability, content, navigation and visibility gaps that were affecting how prospective residents and families engaged with the organisation.
- **Website Optimisation:** Implemented improvements to website structure, navigation, accessibility, content presentation and visual layout to create a more user-friendly and professional online experience.
- **Customer Experience Support:** Considered the needs of prospective residents and families when developing digital content and website updates, which made key information easier to find and understand.
- **Digital Channel Development:** Established and managed the organisation's presence across LinkedIn, Instagram, Facebook and TikTok, creating a consistent digital presence across multiple channels.
- **Performance Monitoring:** Reviewed website and social engagement trends to understand audience response and identify opportunities to improve digital visibility, communication and content effectiveness.

Business Intelligence & Data Analyst Intern
Odyssey House NSW | Sydney Mar 2024 - Jun 2024
Key Projects & Achievements

- **Cross-Program BI Reporting**: Supported the development of a Power BI reporting solution that consolidated service statistics, client demographics, program outcomes and complexity measures across multiple treatment programs. Cleaned and structured source data, aligned reporting requirements across programs, and improved management visibility of operational and client trends.
- **Reporting & Usability Improvement:** Reviewed existing BI reports and identified opportunities to improve data presentation, usability and interpretation. Developed Figma-based improvement concepts, presented recommendations to the BI Manager, and incorporated feedback into the final reporting solution.

Responsibilities

- **Requirements Analysis:** Worked with the Business Intelligence Manager and internal stakeholders to understand reporting needs across different treatment programs and translate them into clear reporting components and data requirements.
- **Data Preparation:** Cleaned, structured and consolidated large Excel datasets, removing redundant information and preparing relevant fields for Power BI reporting and analysis.
- **Data Quality Management:** Reviewed differences in data availability and definitions across programs, identified missing or inconsistent data, and adjusted reporting logic to support reliable cross-program analysis.
- **Business Intelligence Reporting:** Built and maintained Power BI reports covering client demographics, service activity, treatment outcomes and program performance to support management review and operational decision-making.
- **Performance Analysis:** Conducted targeted analysis of treatment-episode closure and program outcomes to help managers understand service performance and identify operational patterns requiring further review.
- **Stakeholder Communication:** Presented findings, dashboard outputs and usability recommendations to the Business Intelligence Manager, incorporated feedback, and refined reports to better align with business needs.

EDUCATION & QUALIFICATIONS

Master of Information Systems *University of Melbourne* *2026*
Harvard Summer School Exchange: Entrepreneurship in the Age of AI
Bachelor of Information Systems *University of New South Wales - Distinction* *2024*