

Hank Lin

+61 435215254 | hank8817@gmail.com | www.linkedin.com/in/hank-shuhan-lin/

SUMMARY

Experienced Business Analyst with over 5 years of expertise in digital technologies, platforms and IT industry. Certified **Amazon Solutions Architect**, skilled in developing business requirements and process models. Strong analytical and communication skills for achieving business goals.

EXPERIENCE

ANU Sport and Recreation Association Inc. **Canberra, ACT**
Business Analyst Intern 2024

- Conducted **business analysis**, including market demand, revenue streams, and positioning.
- Evaluated the **financial viability** of the project, and successfully developed a detailed project proposal.
- The Esports Lounge plan, with a budget over **90,000 AUD**, was approved and moved to the next stage.

Carbon Neutral **Perth, WA**
Data Analyst Intern 2023

- Provided insights from industry data, leading to a **7% increase** in the potential customer pool.
- Utilized **Excel** and **R** for regression analysis, hypothesis testing, and correlation analysis.

Virtual Contact Centre Limited **Melbourne, VIC**
Intern 2022

- Performed in-depth market research on the adoption and usage of Microsoft 365 across industries.
- Assisted in studies related to **digital transformation** and improved the company's competitive edge.

Morgan Stanley **Taipei, Taiwan**
Workplace Support Service / System Engineer 2022

- Resolved cross-departmental IT issues and maintained systems, servers, and networks.
- Regularly checked and ensured the functionality of the trading system, achieving 100% uptime, and reduced downtime to less than 4% during the office relocation.
- Developed automated tools using Python and VBA that streamlined complex workflows.

NTU Computer and Information Networking Center **Taipei, Taiwan**
Help Desk Support 2019-2021

- Resolved hardware and software issues and addressed technical problems effectively.
- Held the National Problem Solving Contest on Internet and performed server and equipment checks.

SKILLS

General:	Microsoft Excel, Tableau, Lucidchart, Amazon Web Services
Programming:	Python, Java, SQL, R, VBA
Project Management:	Agile, Waterfall, Requirement Gathering, Stakeholder Management
Business Analysis:	Use Case Diagrams, SWOT, Five Forces, PESTLE, DFD, Business Model Canvas
Certificate	AWS Certified Solutions Architect – Associate, Google Advanced Data Analytics
Soft Skills:	Problem-solving, Communication, Critical Thinking, User Story Writing

EDUCATION

Australian National University (ANU) 2022-2024
Master of Business Information Systems

National Taiwan University (NTU) 2017-2021
Bachelor of Science in Communication

EXTRACURRICULAR EXPERIENCE

ANU Taiwanese Student Association **Canberra, ACT**
President 2023

- Successfully organized and coordinated social events and increased the association's membership.

Student Association of Bio-industry Communication Department **Taipei, Taiwan**
Head of Sports Department 2018-2019

- Managed the sports department and allocated resources effectively.

National Taiwan University Communication Camp **Taipei, Taiwan**
Event Staff 2018

- Provided support to event participants and ensured smooth operation of activities.