

# TAN ZE XIANG

## CREDIT OPERATIONS & BANKING SYSTEMS BUSINESS ANALYST

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### PROFESSIONAL SUMMARY

Banking Business Analyst supporting loan origination, business credit, retail banking, and foreign-exchange system change since 2019. Skilled in requirement analysis, functional clarification, UAT and regression, defect triage, root-cause investigation, traceability, production verification, and stakeholder coordination. Combines banking-domain understanding with SQL, log, API, data, and UI/backend reasoning.

### PROFESSIONAL EXPERIENCE

#### BUSINESS ANALYST

Hitachi eBworx | Apr 2023 - Present

Loan Origination | Business Credit | Retail Banking | FX Deal System

- Analyze and translate requirements across business, operations, and technology stakeholders for banking system enhancements.
- Maintain requirement-to-test traceability and support integration testing, SIT, UAT, regression, and production verification across interconnected modules.
- Prepare reusable test assets, review UI and system behavior, and validate functional, interface, and backend outcomes with delivery teams.
- Facilitate defect triage and root-cause investigation using reproducible evidence, logs, business impact, and controlled retest scope.
- Support document-generation automation, field mapping, template validation, output verification, and operational documentation.
- Coordinate release readiness, post-release monitoring, issue follow-up, and stakeholder decisions.

#### ASSOCIATE BUSINESS ANALYST

Hitachi eBworx | Sep 2019 - Apr 2023

Requirement Documentation | UAT | Defect Management | Production Support

- Translated business requirements into functional specifications and testable behavior for SIT, UAT, and regression delivery.
- Prepared and maintained test cases, evidence templates, execution status, and end-to-end audit records.
- Coordinated defect ownership, business-impact clarification, retest evidence, closure decisions, and release-day verification.
- Used JIRA, Confluence, and HP ALM to manage requirements, test execution, defects, traceability, and delivery communication.
- Supported users after go-live by reproducing reported issues and coordinating resolution within agreed service expectations.

### CORE CAPABILITIES

#### Business Analysis

Requirements, functional specification, process mapping, impact analysis, business rules, acceptance criteria, traceability

#### Testing & Delivery

Integration testing, SIT, UAT, regression, defects, retest evidence, production verification, release support

#### Banking Domain

Loan origination, business credit, credit operations, retail banking, FX dealing, approval and document controls

#### Technical Collaboration

SQL, log analysis, API awareness, data validation, field mapping, UI/backend behavior, GitHub, TypeScript portfolio execution

## SELECTED CONTRIBUTION HIGHLIGHTS

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- Built and maintained reusable test assets and structured evidence to support repeatable execution and audit readiness.
- Raised ambiguous behavior and exception paths to accountable business and control stakeholders before converting them into test and release evidence.
- Reviewed UI and system behavior with business and technology teams to align functional outcomes with user needs.
- Supported document automation through dynamic field mapping, template validation, and Word/PDF output verification.
- Used monitoring views, logs, and structured follow-up to improve visibility and investigation after release.
- Supported a temporary FX deal-system assignment requiring fast domain learning and regulated-process awareness.

## SELECTED PORTFOLIO EVIDENCE

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CreditFlow BA Toolkit - Independent portfolio project using mock data and generalized commercial-credit workflows.

- Connects requirements, business rules, approval routing, document controls, UAT, defects, change impact, traceability, and release readiness.
- Includes strict TypeScript, business-rule tests, Playwright workflow tests, OpenAPI, SQL, BA documents, CI, public GitHub history, and a live demo.
- GitHub: [github.com/Xiang13-gif/business-credit-system-enhancement-case-study](https://github.com/Xiang13-gif/business-credit-system-enhancement-case-study)

## EDUCATION, TOOLS & LANGUAGES

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### Bachelor of Computer Science (Internet Technology)

Tunku Abdul Rahman University College | 2017 - 2019

### Diploma in Computer Science (Internet Technology)

University of Tunku Abdul Rahman | 2015 - 2017

Tools: JIRA, Confluence, HP ALM, SQL, Microsoft Office, document-generation tooling, GitHub.

Methods: Agile and Waterfall delivery, BRD/FSD/RTM documentation, flowcharts, ER and sequence diagrams, user journey mapping.

Languages: English, Chinese, Malay.

Professional training: Business Analysis, Manual Testing, Software System Testing, Agile Analysis.

## PUBLIC PORTFOLIO DISCLAIMER

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Portfolio projects use mock data and generalized banking workflows. No confidential client, customer, policy, requirement, screenshot, or production information is published. Confidential or unverified delivery metrics are not published.