

Gerald Tay Kai Wen
Business Analyst | Enterprise Systems | Digital Transformation | SAP S/4HANA
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PROFESSIONAL SUMMARY

Enterprise Business Analyst with experience across enterprise systems, SAP S/4HANA financial processes, retail technology transformation, and mission-critical IT operations. Experienced in translating business requirements into structured functional specifications, facilitating stakeholder alignment, and supporting system implementation across business and technical teams.

Combines business analysis capability with technical understanding of ERP systems, databases, integration architecture, and data platforms to bridge operational needs with technology solutions.

CORE SKILLS

- **Business Analysis** [Requirement gathering, Stakeholder Management, Business Process Modelling, Gap Analysis, Functional Requirement Documentation, User Acceptance Testing, Agile Methodologies, Vendor Management, Solution Validation]
 - **Enterprise Systems** [SAP S/4HANA, POS System, Payment Systems, ERP, ITSM]
 - **Technical** [SQL, PostgreSQL, Microsoft SQL Server, Python, Tableau, PowerBI, Databricks, dbt, Data Modelling]
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PROFESSIONAL EXPERIENCE

System Analyst

Takashimaya Singapore

Aug 2025 – Present

- Led system analysis and implementation support for POS technology refresh and payment terminal upgrades across 120 retail touchpoints and 20+ business functions.
- Analysed enterprise system integrations across POS, payment, retail, finance and backend applications, identifying 15+ integration dependencies prior to implementation.
- Implemented an IT Service Management framework to improve operational support and service delivery.
- Facilitated technical discussions between business users, vendors and IT teams to support deployment readiness.

SAP FI System Analyst

Abeam Consulting Singapore

Jan 2025 – Jul 2025

- Supported SAP S/4HANA Financial Accounting implementation activities for enterprise clients.
- Conducted requirements gathering workshops with business stakeholders to understand financial processes and system requirements.
- Developed Business Requirement Documents (BRD) and Functional Specification Documents (FSD) to bridge business needs and technical implementation.

- Supported business process analysis, SAP configuration discussions, and solution validation activities.

Technical Specialist

Digital and Intelligence Service(DIS), SAF

Dec 2018 – Aug 2023

- Maintained mission-critical enterprise IT infrastructure supporting classified operational environments.
 - Administered Microsoft SQL Server, Active Directory, Ubuntu Linux, Tableau Server and Cisco network equipment.
 - Performed infrastructure troubleshooting and root cause analysis, reducing average incident resolution time by 10%.
 - Developed VBA automation scripts to streamline operational tasks and improve support efficiency.
 - Implemented a knowledge management wiki to standardise troubleshooting procedures and improve standby support.
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PROJECTS

Retail ERP Data Pipeline

Databricks | dbt | SQL

- Built an end-to-end retail analytics data platform simulating ERP transactional workflows.
 - Designed Bronze, Silver, and Gold data architecture using medallion architecture principles.
 - Created analytical models for sales, inventory, procurement, and business reporting.
 - Applied data quality testing and transformation practices using dbt.
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EDUCATION

Bachelor of Science Information Technology & Business (ERP)

Singapore University of Social Sciences

Second Class Honours (Lower)GPA: 3.7/5.0

Diploma in Information Technology

Nanyang Polytechnic

GPA: 2.78/4.0

CERTIFICATIONS

ITIL 4 Foundation