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

Technical Business Analyst with experience delivering enterprise systems, retail technology transformation, and SAP S/4HANA initiatives. Experienced in translating user needs into functional requirements, coordinating cross-functional stakeholders, and supporting digital product delivery across business and engineering teams.

Combines business analysis, enterprise systems, and data platform knowledge with hands-on experience in SQL, Tableau, Databricks, and data modelling to support modern digital products throughout their lifecycle.

## CORE SKILLS

**Product Management**

- Product Lifecycle
- Requirements Prioritisation
- User Story Development
- Agile
- Scrum
- Stakeholder Management
- User Acceptance Testing

**Business Analysis**

- Requirements Gathering
- Business Process Modelling
- Functional Specifications
- Gap Analysis
- Vendor Management

**Data**

- SQL
- Tableau
- Power BI
- Databricks
- dbt
- Data Modelling
- Analytics

## 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**
GPA: 3.7/5.0
Attained Second Class Honours (Lower)
Completed part-time while serving full-time.

**Diploma in Information Technology**
**Nanyang Polytechnic**

**CERTIFICATIONS**
ITIL 4 Foundation