

MELISSA CHAN

Business Operations & Transformation Manager

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Operations Strategy | Digital Transformation | Process Excellence | Data-led Decision Making

Professional Profile

Results-driven operations and transformation professional with 9+ years of experience across financial services and technology in Hong Kong and Greater China. Proven record of simplifying complex processes, delivering cross-functional programmes, and translating operational data into commercial decisions. Trusted partner to senior stakeholders, with hands-on expertise in business analysis, governance, automation, and team leadership. Fluent in Cantonese, English, and Mandarin.

Professional Experience

Senior Manager, Business Transformation

Harbourview Financial Services, Hong Kong

Jan 2022 – Present

Promotion from Transformation Manager

- ▶ Lead a six-person transformation team and a HK\$28M programme portfolio spanning customer onboarding, servicing, compliance operations, and management reporting.
- ▶ Redesigned end-to-end SME onboarding across Operations, Risk, Legal, and Technology, reducing average turnaround time by **38%** and increasing first-time-right applications from 71% to **91%**.
- ▶ Built the business case and rollout plan for workflow automation; delivered 14 automations that removed 11,000 manual hours annually and generated **HK\$6.2M** in recurring savings.
- ▶ Established portfolio governance, benefits tracking, and monthly executive steering packs, lifting on-time milestone delivery from 68% to **94%** within one year.
- ▶ Partner with regional heads in Hong Kong, Singapore, and Shanghai to standardise service KPIs and controls while preserving local regulatory requirements.

Business Operations Manager

Orchid Digital Commerce, Hong Kong

Jul 2018 – Dec 2021

Regional remit: Hong Kong & Southeast Asia

- ▶ Managed operating rhythm for a high-growth B2B platform, coordinating Sales, Product, Customer Success, Finance, and third-party logistics across four markets.
- ▶ Introduced weekly funnel and capacity dashboards in Power BI, improving forecast accuracy by **22 percentage points** and enabling earlier intervention on delivery risks.
- ▶ Re-engineered merchant support triage and knowledge workflows, cutting median resolution time from 19 hours to **8 hours** while maintaining 95%+ customer satisfaction.
- ▶ Negotiated service-level improvements with external vendors and consolidated duplicate contracts, reducing annual operating costs by **HK\$1.4M**.
- ▶ Designed business continuity playbooks and led remote-operating readiness during 2020, maintaining uninterrupted support for more than 1,200 merchants.

Senior Business Analyst

Eastbridge Bank, Hong Kong

Sep 2015 – Jun 2018

Retail Banking Operations

- ▶ Gathered requirements, mapped processes, and coordinated UAT for digital servicing enhancements used by 500,000+ retail customers.
- ▶ Delivered a straight-through processing initiative for account maintenance that reduced manual exceptions by **31%** and strengthened audit traceability.
- ▶ Analysed complaint and call-driver data to prioritise service improvements, contributing to a **17%** year-on-year reduction in repeat contacts.

Selected Achievements

- ▶ **2024 — CEO Excellence Award:** Recognised for cross-functional delivery of the SME onboarding transformation.
- ▶ **2023 — Operations Innovation Council:** Appointed co-chair and launched a quarterly improvement showcase.
- ▶ **2021 — Top Contributor:** Recognised for regional performance reporting and cost optimisation.

Education & Professional Development

BBA (Hons), Information Systems

The Hong Kong University of Science and Technology

2015

Hong Kong

Project Management Professional (PMP): Project Management Institute, 2021

Lean Six Sigma Green Belt: International Association for Six Sigma Certification, 2019

Professional Scrum Master I (PSM I): Scrum.org, 2018

Core Skills

Transformation: Operating-model design, process redesign, change management, benefits realisation

Delivery: Programme governance, Agile delivery, requirements, UAT, risk and issue management

Analytics: Power BI, advanced Excel, SQL, KPI design, forecasting, executive reporting

Technology: Nimbus 365, Jira, Confluence, Salesforce, Visio, UiPath fundamentals

Leadership: Cross-functional facilitation, vendor management, coaching, senior stakeholder engagement

Languages & Additional Information

Languages: Cantonese (native), English (fluent), Mandarin (fluent)

Community: Volunteer career mentor, Hong Kong Federation of Youth Groups, 2022–Present

Availability: One month’s notice; open to Hong Kong-based and regional roles