

ERIC TEY

Postgraduate Business Analysis Candidate | Technical Business Analyst | Former Registered Pharmacist
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PROFILE

Master of Professional Business Analysis candidate (VUW, graduating July 2027) and former registered pharmacist who stepped up to lead a dispensary team of up to 17. I work where business and technical teams meet: I model a system in ArchiMate before it is built, design relational databases, and run my own Linux-hosted applications from schema to deployment. Pharmacy trained me to test a plausible-looking answer before it reaches the person it affects, and to explain technical detail in plain language. My most useful lesson in change came from a rollout that met every technical requirement and never reached adoption, so I design for the people who run a process as carefully as for the process.

KEY STRENGTHS

Business analysis and architecture: Working a real client's case through TOGAF ADM in a 2026 university project, and presenting my ArchiMate diagrams to the client.

Data and integration: Designed a normalised PostgreSQL model for a real trading card collection, shipped a read-only Canvas LMS integration, and built Power BI visuals on a database served from my home server.

Translating technical detail: Turned clinical detail into instructions patients could act on, and write plain-language guides such as "SQL Explained by an Idiot", which began as help for teammates with no database background.

Leadership and change: Stepped up from pharmacist to sole Lead Pharmacist at the region's largest specialised rest-home pharmacy, serving 40+ aged-care and special-care facilities.

Building and coding: Design and ship my own applications, including an app live on Google Play, with AI coding tools building the foundations. I also code myself in Python, SQL and some PHP.

PROFESSIONAL EXPERIENCE

Lead Mentor (part-time) | Tūhura Tech, Wellington

Aug 2025 – Jun 2026

- Designed and taught interactive lessons for groups of 10+ rangatahi in Python, web development, cryptography, game development, CAD and electronics.
- Created teaching resources, including a browser-based password-strength checker, and ran live password-cracking demonstrations at public careers expos.
- Drafted a business case for Tūhura Talks, a proposed series of paid talks for professionals, teachers and parents, shelved when funding ran out.
- Role concluded when the non-profit's funding collapsed in June 2026.

Pharmacist, then Lead Pharmacist | Unichem High Street Pharmacy, Lower Hutt

Feb 2023 – Apr 2025

Lead Pharmacist from late 2023 and sole lead from mid-2024, at the region's largest specialised rest-home pharmacy, serving 40+ aged-care and special-care facilities.

- Led a team of up to 17 (3–4 pharmacists, 10 technicians and 3 delivery drivers), directing daily workflow by staff strengths, numbers and urgency.
- Delivered clinical services alongside dispensing, including vaccinations, medication chart reviews and clinical presentations.
- Planned a digital workflow (monday.com) in my own time to close gaps in handover notes, trained staff and ran a two-week trial. Heavy use for two days, then a drop-off, was my first lesson in change adoption risk.
- Reviewed the financial reports with the owner each month and proposed ways to grow the dispensary, protect margins and cut unnecessary costs.
- Exported error data from the robot sachet-checking software (Vizen) to Excel and reported error rates, with the cause and correction for each incident.

Staff Pharmacist | Pharmacy Care Group, Auckland

Dec 2022 – Feb 2023

- Ran the outpatient dispensary at Southern Cross North Harbour Hospital alone, with sole sign-off for dispensing.

Intern Pharmacist | Remedy Pharmacy Riccarton, Christchurch

Nov 2021 – Dec 2022

- Completed the supervised intern year and earned full New Zealand pharmacist registration.

SELECTED PROJECTS

How I build software: I design the architecture and write each feature up in technical detail, AI coding tools build the foundations, and I test, deploy and iterate with real users. I make small PHP fixes myself over SSH.

Haven: Private Journal & Goals | Android, Google Play

Live since May 2026

- Designed and shipped a journal and goal tracker that rewards users with points and upgrades for keeping their goals, and frames each goal around what they can and can't control.

WORKDESK | PHP 8, MariaDB, Docker

2026

- Designed and shipped a self-hosted workspace that reads assignments and events from Canvas LMS every 15 minutes (read-only), logs every file action and edits Office files in the browser.

Pokémon TCG collection database | PostgreSQL, Docker

Ongoing

- Designed a normalised data model for a real collection, separating each card's identity from its variants and condition so duplicates and grades are tracked without redundancy.

Knowledge Hub | PHP 8, MySQL

Ongoing

- Designed and shipped a free library of plain-language guides with 200+ automated checks, and wrote the guides, including the growing series "SQL Explained by an Idiot".

Te Whare Framework | Moore's Strategic Triangle, Te Whare Tapa Whā

University project, 2026

- Designed an appraisal framework for heritage-digitisation partnerships, used by my project group to test our proposal. A data-sovereignty failure stops a deal, and every weak score needs a named contract clause.

EDUCATION

Master of Professional Business Analysis | Te Herenga Waka Victoria University of Wellington

2026 – Jul 2027

Relevant study: Business and Systems Analysis · Digital Architecture (TOGAF ADM, ArchiMate) · Data, Analytics and Insights · Process Management and Design · Digital Transformation Consulting Practice · Digital Innovation and Strategy · Leading Digital Projects and Solutions.

- **Client project (Work Integrated Learning):** working a real client's case through TOGAF ADM, from baseline to target architecture with a transition and governance plan, and presenting my ArchiMate diagrams to the team and the client.
- **Project governance case study (A-):** compared the Queensland Health payroll failure with Inland Revenue's START programme and concluded the root causes were mainly managerial.

Bachelor of Pharmacy with Distinction | University of Otago

2018 – 2021

TECHNICAL CAPABILITIES

Business analysis: Business requirements gathering, process mapping, stakeholder management, design-thinking facilitation, SOP writing.

Architecture and modelling: TOGAF ADM, ArchiMate, entity-relationship modelling, process and value mapping.

Data: SQL (PostgreSQL, MySQL, MariaDB), relational design, normalisation, schema migration, Power BI (connecting a remote source, building visuals).

Coding: Python and SQL, plus some PHP, in hand-built learning projects such as a local AI chat interface (Python, Gradio) and a PHP and MySQL feed page. Currently learning Python for data analysis (pandas, NumPy, Matplotlib).

Development and platforms: AI-assisted development from written specifications, Git branch-and-PR, Docker, Linux administration, Apache, SSH, Tailscale, Cloudflare Tunnel.

Health: Medicines safety, aged-care services, regulated practice, New Zealand pharmacy systems (Toniq, RxOne, reCare).

ADDITIONAL INFORMATION

Community: Volunteer organiser, BA Career Meetup, Wellington (Mar 2026 – present), including the 10th anniversary celebration of VUW's Master of Professional Business Analysis. IIBA member.

Availability: Open to summer internships (mid-November to mid-February), and full-time from around March/April 2027, depending on when my capstone finishes.

Work eligibility: New Zealand citizen.

Languages: English, Mandarin.

Referees: Available on request.