

Career Objective

A highly analytical Master of IT graduate with a Bachelor's in Management, proficient in SQL, Python, and Tableau. Passionate about leveraging data-driven insights to optimize business processes and support strategic decision-making. Seeking a Data Analyst role to apply strong analytical skills in solving complex business challenges.

Technical Skills

- **Database Management & Querying:** SQL (MySQL, SQL Server)
- **Data Analysis & Statistical Modelling:** Trend Forecasting, Data Cleaning
- **Programming & Scripting:** Python (Pandas, NumPy), SQL (Complex Queries, Stored Procedures)
- **Business Intelligence & Reporting:** Tableau, PowerBI, Dashboard Creation
- **Excel Analytics:** Pivot Tables, VLOOKUP, Macros

Education

Professional Year **Nov 2024 – Nov 2025**

Performance Education, Sydney

Key Subjects: Australian Business Culture and Environment, Achieving Career Success, Australian Workplace Skills and Professional Business Communication

Master of Information Technology **Aug 2022 – July 2024**

University of Newcastle, Sydney

Special interest in: Data Management

Bachelor of Management **Feb 2019 – Aug 2022**

University of Technology Sydney, Sydney

Key learning areas included: creative enterprise, event management, and strategic leadership.

University Project

Data-Driven Business Decision-Making **Jan 2024 – Mar 2024**

University of Newcastle, Australia

- Objective:** The goal of this project was to analyze sales and customer behavior data to provide actionable insights for business decision-making. The project aimed to identify key trends, optimize sales strategies, and enhance customer retention using data analytics.
- Tools:** SQL, Python (Pandas, NumPy, Matplotlib), Tableau, Excel
- Duties:** This was a group project with four members, and my role focused on data extraction, cleaning, and visualization. I wrote SQL queries to retrieve datasets, used Python for preprocessing, and developed interactive dashboards in Tableau to present findings. I also collaborated with the team to interpret trends and create a structured business strategy based on data insights.
- Outcome:** Our analysis revealed key purchasing trends that led to an optimized marketing strategy, which could theoretically increase sales by 15%. The findings were presented

in a detailed report and a live Tableau dashboard, receiving positive feedback from faculty.

Result: Obtained High Distinction for this project, and I developed my technical, research, time management and communication skills.

Employment History

Restaurant Manager

2022 - present

Liang Aus PTY. LTD., Sydney

- Using Excel daily at an expert level to track sales trends, increasing retention by 15%.
- Accurately using SQL to analyse \$3,000+ in daily sales transactions, optimizing financial reporting.
- Developing inventory tracking models, reducing waste and cutting costs by 10%.
- Building Tableau dashboards to visualize customer analytics, improving loyalty programs.
- Using Python (Pandas, NumPy) to clean and analyse operational data, optimizing pricing strategies.

Customer Relations Assistant

2020 - 2021

Let's Jamboree Beauty Salon PTY. LTD., Sydney

- Used Excel daily to manage 250+ customer records
- Accurately automated Excel reports, improving efficiency by 12%
- Processed \$2,000+ in daily transactions, ensuring financial accuracy
- Developed PowerPoint reports, presenting customer analytics to management
- Maintained organized documentation using Microsoft Word

Personal Attributes

- **Problem-Solving** – Developed at Let's Jamboree by automating reports to improve efficiency and optimizing booking systems. Strengthened at Liang Aus PTY. LTD. as a Restaurant Manager, using data to streamline operations and reduce costs.
- **Attention to Detail** – Gained at Let's Jamboree by maintaining accurate customer records and tracking sales data. Further refined at Liang Aus PTY. LTD. by ensuring precise financial records and inventory management.
- **Communication Skills** – Built at Let's Jamboree through report creation and presenting customer insights. Enhanced at Liang Aus PTY. LTD. by leading teams, training staff, and optimizing customer service strategies.
- **Adaptability** – Developed at Let's Jamboree by working in a fast-paced environment with diverse customer needs. Strengthened at Liang Aus PTY. LTD. by managing dynamic operational challenges and learning new business strategies.

Hobbies and Interests

- Swimming – Passionate about staying active and maintaining a healthy lifestyle
- Badminton – Enjoy competitive and recreational play to enhance agility and teamwork
- Cooking – Love experimenting with new recipes and flavors
- Traveling – Exploring new places and cultures to broaden perspectives
- Watching Movies – Appreciate storytelling and cinematography across different genres

References

Available upon request