

**Professional Summary:** Versatile Support Analyst with 3.5 years of experience in SaaS ERP support and 6+ years in customer service. Specializes in financial ERP modules, cloud enterprise deployments, and technical troubleshooting for local government clients. Proven ability to deliver timely solutions, enhance system efficiency, and reduce Tier-1 support requests by 30% through user training initiatives. Passionate about optimizing software value and improving user experience through automation and process improvements.

**WORK EXPERIENCE**

- Softwash Professional  
Consultant| Feb 2025

February 2025  
Hamilton, New Zealand

  - Managed CRM records in Tradify, tracking customer interactions and organizing 3,000+ future jobs efficiently
  - Implemented automated data validation techniques to enhance accuracy across 1,500+ active client and lead contact records
  - Developed Excel macros and scripts to streamline data processing and consolidate multiple SaaS application databases.
- Receptionist | July 2017 – November 2018

  - Served as the primary liaison for both existing and potential clients, providing exceptional customer service and addressing inquiries promptly
- Datcom Local Government  
Support Analyst

July 2021 – January 2025  
Tauranga, New Zealand

  - Provided comprehensive SaaS technical support for the Datascape ERP suite to 30+ local government councils and non-government clients across Australasia, specializing in financial ERP modules.
  - Resolved 50+ monthly support tickets via JIRA Service Desk, achieving a 98% SLA compliance rate and consistently meeting critical response times.
  - Developed user-friendly Confluence documentation and training programs, increasing tier-1 resolution rates by 25% and cutting ticket resolution times by up to 50%.
  - Led multiple cloud enterprise deployments for local government, ensuring seamless financial data integration and minimizing day to day business disruption. Identified and resolved system inefficiencies, improving workflow automation and local government operational efficiency.
  - Streamlined financial workflows, supported month-end and year-end reporting, and implemented tailored solutions for 10+ councils, improving cloud enterprises system adoption and financial accuracy.
  - Designed custom relational database visual dashboards, enhancing data accessibility and reducing production environment audit investigation times by up to 75%.
  - Analyzed XML tree structures and API integrations, optimizing data accuracy and automating online service interactions for local government websites.
- New World  
Checkout Operator

December 2018 – June 2021  
Hamilton, New Zealand

  - Provided exceptional customer service to around 50 customers per hour.

EDUCATION

- University of Waikato (Hamilton, New Zealand)
- Graduate Diploma in Computer Science

July, 2021
- Bachelor of Business Analysis (Major:Economics & Finance )

November, 2019
- Vice Chancellor Scholarship recipient
  - Clubs: Waikato Unicol Football & Math Olympiad

Tools & Skills	Proficiency/Experience
Client Communication & CRM	7 years - Customer service, CRM (Tradify), and tech support.
Excel VBA	5 years - VBA: automation, custom functions & tool development
Azure DevOps	3.5 years - Agile CI/CD pipe, documentation & ticket tracking
Atlassian Suite Administration & Support (Jira & Confluence)	3.5 years - KB docs, ticket management & Workflow support
Datascape ERP Suite	3.5 years - Financial modules, ERP config & user support
Financial reporting and data migration support	3.5 years - Financial month/year-end reporting & data migration
SQL Querying for Data Analysis and Reporting support	3 years - SQL: complex data queries & ERP reporting support
API and Data Workflow Support	3 years - XML, API integration & data workflow

VOLUNTEERING EXPERIENCE

- Recreate Waikato

Jan 2025 – Present

  - Supported young adults with disabilities in community activities, fostering confidence and independence.
- Saint vincent de paul Hamilton

March 2015 – November 2015

  - Assisted community toy & food run community events from organizing donations to meal preparation.