

Michael Le

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SUMMARY

Detail-oriented data professional with expertise in analytics, operational data management, and high-volume data entry, delivering actionable insights and accurate records that enhance efficiency and support organizational goals. Skilled in Microsoft Office, SQL, Python, Power BI, Tableau, and Excel, with a proven ability to transform complex datasets into clear, reliable reports. Known for exceptional attention to detail, problem-solving, and a proactive approach in fast-paced, results-driven environments. Committed to combining technical expertise with customer-focused service to create meaningful outcomes for stakeholders and teams.

Key competencies include:

- Accurate data entry, validation, and record management for high-volume workflows
- Proficient in data analysis, reporting, and visualization using SQL, Python, Excel, Power BI, and Tableau
- Strong communication and customer service skills across technical and service-oriented roles
- Project and workflow management, process improvement, and maintaining data integrity
- Adaptable and proactive, with experience supporting operational and strategic goals

EXPERIENCE

Victoria Department of Health, [Data Entry Officer \(Contract\)](#)

May 25 – Jul 25

- **Data Processing & Management:** Processed 10000+ VPTAS claim forms and 1000+ employee records with 100% confidentiality compliance, ensuring accuracy and timely service delivery.
- **Data Quality, Accuracy & Compliance:** Audited and identified 1200+ invalid claim forms, improving data reliability and boosting workflow efficiency by 15%, while maintaining compliance with health data governance protocols.
- **Data Cleaning & Workflow Optimization:** Cleaned and compared 850+ supplier products across WINC, COS, and Officeworks, standardizing formats and improving reporting accuracy by 20%, enabling better workforce planning and decision-making.

Foundry Athletic, [Data Analyst \(Internship\)](#)

Jul 24 – Oct 24

- **Communication & Teamwork:** Collaborated closely with AFL coaching staff to translate data insights into training decisions, resulting in a 12% improvement in team efficiency—demonstrating the ability to support high-performance teams and contribute to early draft preparations.
- **Client-Facing Support:** Presented findings and updates clearly to stakeholders with varying levels of technical knowledge, ensuring insights were actionable and contributed to data-informed decisions for AFL draft prospects.
- **Reporting & Organization:** Designed interactive Power BI dashboards and maintained organized records of AFL player metrics—reinforcing attention to detail, reporting accuracy, and supporting draft evaluations.

Jim's Conveyancing, [Administrative Assistant \(Contract\)](#)

Aug 23 – Oct 23

- **Reception & Client Services:** Communicated directly with clients via phone, Zoom, and email to resolve inquiries, supporting smooth property transactions.
- **Administrative Support:** Managed documentation workflows using Tri-Convey and PEXA, assisting in compliance and settlement of 15 property deals.
- **Written Communication:** Drafted client-facing documents using Microsoft Word to support purchasing processes—highlighting strong written and professional communication skills.

HOBAN, [Data Entry Operator \(Contract\)](#)

May 22 – Jul 22, May 25

- **Data Accuracy & Compliance:** Maintained 98%+ data accuracy during entry of 8,000+ election forms per week while adhering to strict confidentiality.
- **Organizational Support:** Performed audits on 500+ records weekly, ensuring zero data loss and full compliance with data privacy standards.
- **Efficiency:** Improved processing workflows, reducing manual review time by 50%—a testament to strong attention to detail and process thinking.

SKILLS

Programming Languages: Python | R | Apache Spark | C | Java | R-Studio | HTML | CSS | JavaScript

Database Management: SQL (SQL, PostgreSQL, Oracle Database), Microsoft Access

Data Visualization: Power BI | Tableau | matplotlib | seaborn | ggplot | Plotly

Machine Learning: Scikit-learn | PyTorch | Keras | Tensorflow | Regression & Classification

Cloud and Deployment Tools: AWS

Additional Technical Skills: Microsoft Excel (VLOOKUP/XLOOKUP, Formulas, Data Formatting) | Data pre-processing | Dashboard Reporting

Soft Skills/Team Skills: Communication | Problem-Solving | Adaptability | Time Management | Project Management

KEY PROJECTS

Melbourne Housing Market 2016–2018 Overview <ul style="list-style-type: none">Built an interactive Tableau Story with 5 dashboards to analyze Melbourne housing trends (2016–2018).Highlighted suburb pricing, property types, sale methods, and room counts.Helped real estate professionals identify pricing trends and high-growth areas.	Mar 25 - Apr 25
KPI Dashboard Customer Retention and Call Center <ul style="list-style-type: none">Created KPI dashboards to track 10,000+ customer interactions.Found trends that improved retention by 15% and agent efficiency by 10%.Provided insights that supported better customer service decisions.	Nov 24 – Dec 24
AFL 2023 Player and Team Performance Dashboards <ul style="list-style-type: none">Processed 808 player and team performance data points using Python (NumPy, Pandas).Designed Tableau dashboards that improved player evaluations by 20%.Supplied insights that supported coaching decisions and player development.	Jun 24 – Nov 24

VOUNTEERING

Australian Election Commission, Polling Assistant <p>As a Polling Assistant for the 2025 Australian Election, helping manage the booth and ensure all votes were verified and processed.</p>	May 25
DS3 Data Science Student Society, Programmer & Member <p>A community where I collaborate with peers to enhance data science skills through hands-on projects and knowledge sharing.</p>	Feb 24 – Dec 24
Google Developer Student Society, Programmer & Member <p>A global network that provides mentorship, workshops, and events to empower me in coding and tech innovation.</p>	Mar 24 – Dec 24
Australian Computer Society, Programmer & Member <p>A professional association that offers resources, networking, and professional development for me as an IT professional.</p>	Feb 23 - Dec 23

EDUCATION

La Trobe University, Master of Data Science	Feb 23 – Dec 24
University of Melbourne, Bachelor of Science – Mathematics & Statistics	Feb 18 - Dec 22
Academy of Interactive Entertainment, Certificate III in Information, Digital Media and Technology	Feb 19 - Jul 19

CERTIFICATES

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| • IBM Data Scientist Professional Certificate | • Data Analyst in Python | • Tableau for Data Visualization |
| • Machine Learning Specialization | • Associate Data Analyst in SQL | • Google Advanced Data Analytics |
| • Data Analyst in Power BI | • IBM Data Analyst Professional Certificate | |

REFERENCES

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