

# Siva Kumar

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## Professional Profile

Motivated and analytical IT professional with a strong foundation in data analysis, database systems, and Python programming. Experienced in transforming raw data into meaningful insights through SQL, Power BI, and Python-based analytics. Demonstrates a keen eye for accuracy, logical thinking, and structured problem-solving to improve data-driven decision-making. Known for adaptability, teamwork, and a proactive learning attitude, with a commitment to applying technology for measurable business value.

## Key Skills Summary

### Technical Skills

**Languages:** Python, SQL

**Libraries:** Pandas, NumPy, Matplotlib

**Database:** PostgreSQL, SQLite, MySQL

**Software:** PowerBI, Microsoft Excel

REST API, Web scrapping

### Personal Attributes

Analytical and detail-oriented

Problem solving mindset

Continuous learner

Collaborative communicator

Passion for data quality and best practices

## Achievements

- Proactively observed and learned debugging techniques from the IT team, enabling independent resolution of recurring issues and reducing store downtime.
- Systematically reorganised existing stock to optimise space and accommodate new inventory efficiently.
- Enhanced fruit-picking accuracy as a second checker, improving overall team productivity by 80%
- Supported store management and staff with clerical and back-end tasks such as inventory management, allowing the floor team to prioritise customer service and revenue generation.

## Professional Experience

IT Support Analyst (Voluntary)

April 2022 - Present

APG and Co Pty. Ltd., Sydney

- Efficiently provided first-level troubleshooting and user support for staff across hardware and software issues, reducing downtime due to such errors by over 200%
- Accurately assisted with device setup, software installations, and email configuration for new and existing users, decreasing time taken for set-ups by 80%
- Promptly coordinated with internal IT teams to escalate and resolve advanced technical issues

## Notable Projects

### Job Market Intelligence Pipeline

- Data Analysis project to build a pipeline that scraps, processes and visualises job market insights with Python, Pandas and Matplotlib.
- Developed scraping scripts to collect posting, processed data with Pandas and visualised trends with Matplotlib.
- Produced job trend visualisations and analytical reports.
- Learnt end-to-end pipeline design and data storytelling.

### Global Land Use Ratio Analysis

- Data Analysis project to analyse global land use patterns and calculate ratio-based metrics for comparative insights with Python standard libraries.
- Implemented scripts to parse large CSV files, handled data cleaning, calculated land use ratios, and documented methodology.
- Achieved accurate ratio analysis across datasets.
- Strengthened skills in data manipulation with Python, CSV processing, and structured documentation.

### University Data Querying and Analysis

- Database analysis project to query, extract and analyse university datasets using advanced PostgreSQL, views, functions and triggers.
- Designed and optimised queries, implemented triggers and views to streamline reporting, tested query performance.
- Delivered efficient database queries and reports.
- Gained proficiency in relational DB design, query optimisation, and PostgreSQL functions.

## Professional Development

### IT Professional Year Programme (ACS)

*Performance Education, Sydney, NSW*

*May 2025 - Present*

- Trained in Australian Business Culture, industry practices, technical communication and presentation skills.
- Gaining practical experience to enhance employability in the IT sector

## Education

### Masters in Information Technology

*University of New South Wales*

*Feb 2023 - Mar 2025*

Relevant subjects: Data Services Engineering, Big Data Management, Database Management System, Database Implementation

### Bachelors in Electronics Engineering

*Singapore University of Social Sciences*

*Jan 2015 - Mar 2020*

## Certification

### SAP-ERP

*Lithan Hall Academy Pte Ltd, Singapore*

*2019*

## Interest and Hobbies

- Learning about technologies in other IT sectors
- Study aviation incident case studies to learn human factors, risk management, and problem-solving.

## Reference

Available on request