

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 scrapes, 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