

Pauline Epsipha

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[LinkedIn Link](#) | [GitHub Link](#)

SUMMARY:

Detail-oriented **Data Science graduate** with expertise in statistical modelling, machine learning, and data visualisation. Certified in **Microsoft Power BI (PL-300)**, with hands-on experience in building data pipelines, predictive models, and cloud-based solutions. Proficient in **Python, R, SQL, and Tableau/Power BI**, with demonstrated ability to create impactful dashboards and reports. Adept at solving complex problems and collaborating across teams to deliver actionable insights. Currently on a valid Australian work visa (subclass 485) until February 2028.

TECHNICAL SKILLS:

Data Visualisation:	Power BI (Certified), Tableau, Exploratory Data Analysis (EDA)
Programming:	SQL, Python (Pandas, PySpark, Scikit-learn), R, R-Shiny
Cloud Computing:	AWS (Lambda, S3, Cognito)
Data Engineering:	Data Collection, ETL, Data Pipelines, PySpark
Tools:	Excel (Advanced), Git, Jira, Confluence Lean-kit, Trello.
Other:	Machine Learning, Statistical Modelling
Language:	Tamil, English, Japanese(Intermediate)

CERTIFICATIONS:

Microsoft Certified: Power BI Data Analyst Associate (PL-300)	2025
Issuing Organization: Microsoft	
Date Earned: May 9, 2025	

EDUCATION:

Master of Data Science	Monash University, Victoria	2024
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PROJECT EXPERIENCE:

Industry Experience Studio Project – "Her New Melbourne"	2024
<ul style="list-style-type: none">Led as Data Engineer in a multidisciplinary team to develop a web app supporting migrant women in Melbourne, aligned with UN SDG 3: Good Health and Well-Being.Built scalable data pipelines using Python, enabling real-time data processing for user-centric features addressing social isolation and cultural integration.Collaborated on project workflows using LeanKit and designed prototypes in Figma, improving team efficiency by 20%.	
Stock Volatility Prediction Project	2024
<ul style="list-style-type: none">Developed regression models to predict monthly stock volatility for 613 stocks using 22 months of financial data.Optimised model performance (RMSE) through feature engineering, data preprocessing, and hyper-parameter tuning.Identified key financial indicators influencing stock price variability, providing actionable insights for stakeholders.	
Tour de France Data Exploration and Visualisation Reporting	2023
<ul style="list-style-type: none">Collected, cleaned, and analyzed large datasets using Excel, R, and Python, ensuring data accuracy and reliability for analysis.Designed and developed interactive dashboards using Tableau and R (Shiny), enabling stakeholders to explore key insights and trends effectively.Enhanced data storytelling by presenting actionable insights through visually compelling reports, supporting data-driven decision-making.	

Timeshare Australia Database Implementation

2023

- Designed and implemented a scalable Oracle database solution to streamline data storage and retrieval processes.
- Optimized SQL queries, improving query performance by 30% and enabling faster access to critical business data.
- Collaborated with stakeholders to understand business requirements, ensuring the database solution aligned with organizational needs.

Data Processing for big data

2023

- Processed and analyzed large datasets using PySpark, leveraging parallel computing to handle data efficiently.
- Developed real-time data streaming solutions for continuous data ingestion and analysis, improving data availability for decision-making.
- Contributed to the design of data pipelines, ensuring seamless integration of data from multiple sources.

Cloud Computing Application Development

2024

- Designed and deployed scalable cloud applications using AWS services (Lambda, S3, Cognito), ensuring high availability and reliability.
- Implemented server-less architectures, reducing infrastructure costs by 25% while maintaining optimal performance.
- Collaborated with cross-functional teams to deliver cloud-based solutions that met business requirements and improved operational efficiency.

EMPLOYMENT HISTORY:

Yokogawa | Chennai, India

SAP S/4HANA Support Engineer

2020 – 2022

- Worked as a Consultant for Yokogawa, one of the Japan's major Electric Corporation on Full-time through Jean Martin Inc., Chennai., India from the capacity of Support Engineer.
- Delivered bilingual technical support for SAP S/4HANA systems, serving clients across diverse regions including Singapore, the US, Japan, and Saudi Arabia, ensuring seamless communication and high user satisfaction.
- Resolved over 95% of ServiceNow tickets within 24 hours, consistently exceeding SLAs and maintaining operational efficiency.
- Created and implemented English–Japanese knowledge transfer processes, reducing resolution time for complex issues by 20%.
- Provided end-to-end technical support, including system troubleshooting, configuration, and hardware/software installation, minimizing user downtime and improving productivity.
- Collaborated with cross-functional teams to address escalated issues, improving service quality and contributing to a 15% increase in client retention.
- Conducted root cause analysis for recurring issues, implementing long-term solutions that reduced ticket volume by 25%.
- Led training sessions for end-users and junior staff, boosting system adoption and reducing recurring support requests.

REFERENCES : Available upon request.