

Salman Husenali Malpara

ICT Business Analyst | ICT Support Engineer

1 Beovich RD, Ingle Farm 5098, Adelaide, SA

+61 480 438 118 | salmanmalpara08@gmail.com

[LinkedIn](#)

SUMMARY

Results-driven and detail-oriented Business Analyst with strong foundations in project management, ICT support, and public sector delivery. Skilled in translating business needs into actionable solutions through qualitative and quantitative research, process improvements, and portfolio and program delivery. Proven ability to deliver within complex, regulatory environments like aged care, finance, and transport-related infrastructure systems and public transport networks. Adept in stakeholder engagement, BI tools, and delivering high-quality documentation. Committed to driving a continuous improvement culture and responsible, motivated leadership in cross-functional teams. Bring a strategic, solution-focused approach aligned with the continuous enhancement of reporting systems and project delivery tools

SKILLS

- **Hard Skills & Tools**

Business Requirements Analysis | Business Analysis Methods | AS-IS & TO-BE Mapping | Project Management

Program Delivery | Portfolio Management | Change Management | Impact Assessments | Business Intelligence Tools (Power BI, Tableau)

System Enhancements | Continuous Improvement Culture | SQL | Excel | Jira | DevOps | Documentation (BRDs, Reports, UAT Logs)

Risk Identification | Management Systems | ITIL Framework | Agile & PRINCE2 – Familiarity | Superannuation/Financial Sector Familiarity – In View

Information Technology | Transport Network Awareness | Application Support | Policy & Procedure Development | Task Scheduling | Issue Tracking

Public Transport Systems | PMO (Portfolio Management Office) |

- **Soft Skills**

Stakeholder Engagement | Workshop Facilitation | Problem Solving | Planning | Communication | Clear Communication | Analytical Thinking

Research | Responsible | Motivated | Initiative | Empathy & Diplomacy | Collaborative Mindset | Focused | Listening & Trust-Building

Multitasking | Emotional Intelligence | Calm Under Pressure | Public Sector Alignment | Results-Oriented | Promoting Ideas & Initiatives

Strategic Mindset | Maintaining Accurate Reporting & System Support | Approach to Cross-Functional Collaboration

WORK EXPERIENCE

ICT Support Engineer – Intern
Rockfort Global, Adelaide | Jun 2025 – Present

- Delivered end-user support in line with ITIL standards, resolving complex ICT issues across public sector systems.
- Conducted AS-IS analysis of system operations and proposed TO-BE models to enhance workflows and reduce resolution times.
- Collaborated on PMO-related system enhancements and TSP-aligned portfolio initiatives for internal tools, supporting public service delivery goals.
- Utilized Power BI and Excel for reporting and impact assessments on program-related data.
- Participated in cross-department meetings to align application support with program delivery milestones, including interstate project coordination.
- Led risk assessments and mitigation planning for application deployment and issue escalations.
- Maintained system documentation, user guides, and improvement logs, ensuring business continuity and clarity.
- Supported procedural, structural, and technology changes to meet evolving stakeholder needs, especially within transport infrastructure and community group environments.

Hospitality Assistant – Pinnacle People (Aged Care Sector), Adelaide
February 2024 – Present

- Assisted in the preparation and serving of meals to residents while adhering to individual dietary requirements and safety protocols
- Maintained cleanliness and hygiene standards in the kitchen, dining, and food preparation areas
- Supported kitchen staff with dishwashing, food portioning, and general cleaning duties
- Provided high levels of customer service and compassion to elderly residents in a fast-paced aged care environment.

Financial Accountant – Reconciliation & KPI Reporting
Alfa Machine Tools, India | Dec 2021 – Jul 2022

- Managed reconciliation and reporting, producing detailed financial dashboards and forecasts.
- Delivered data-driven insights to guide leadership in profitability improvement and risk minimization.
- Collaborated with external auditors and regulatory teams to ensure compliance and support infrastructure planning.

PROJECTS

Retail Forecasting & BI Reporting – Academic Project

- Used ARIMA & VAR models in Orange to forecast retail sales (MAPE 8.9%) and inform strategy.
- Built interactive dashboards in Tableau and Power BI to analyze customer behavior and social patterns.
- Delivered data-driven recommendations to support business planning and public-facing programs.
- Presented project outcomes to stakeholders, highlighting both technical applications and qualitative insights.

EDUCATION

Master of Business Analytics (Extension)

Kaplan Business School, Adelaide | Sep 2022 – Jul 2024

Key Areas: Power BI, SQL, Forecasting, Big Data, Data Modelling

Bachelor of Commerce

RR Maheta CL Parikh College, India | Mar 2018 – Jun 2021

Professional Year Program

Performance Education, Adelaide | Oct 2024 – Jun 2025

Focus: Australian Workplace Culture, Business Communication, Soft Skills

CERTIFICATIONS & COMPLIANCE

- ITIL Foundation – Familiarity
- Six Sigma – In View (Expected Dec 2025)
- PRINCE2 – Basic Knowledge
- Soft Skills Certification – In Progress
- Superannuation Industry Certification – In View
- ACS Member
- AS ISO 31000:2018 Familiarity
- National Police Check – Current
- Full Australian Driver's Licence – Interstate Work Ready

REFERENCES

Available Upon Request