

# SIVARAM AINKARAN

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## PROFESSIONAL SUMMARY

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A Bachelor of Actuarial Science (minor in Finance) graduate at Monash University with experience in customer service (including volunteering), community leadership and data and financial analysis. Strong coding and analysis skills developed throughout university and further study. Well-developed interpersonal skills and proven collaboration developed through university, work and extracurricular activities including sports and volunteering.

## EXPERIENCE

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**Foundational Portfolio of Work:** <https://sivaramainkaran.github.io/>

- General Data Analysis: *General analysis of data for business decisions*
- Regression Analysis: *Linear, logistic, GAM, and mixed effects models for several datasets*
- Insurance Analysis: *Pricing and sensitivity analysis of multiple insurance and reverse mortgage products and collaboratively developed an insurance premium pricing tool (a Shiny App)*
- Forecasting: *Comparison and determination of optimal forecasting models for revenue*

### Rauland Australia

*Customer Service Representative*

### Monash Hospital, Clayton VIC

*March 2019 – February 2020*

- Processed monetary transactions and resolved any client issues in person and over the phone
- Mediated conflicts between staff members and empathetically approached any patient issues
- Ensured products in working condition and repaired faulty products to customer satisfaction
- Prepared optimal cold calling/sales strategy based on past 5 years of patient check-in data

### Vinnies WA

*Customer Service Representative*

### Vinnies, Willetton WA

*November 2017 – February 2018*

- Processed monetary transactions and assisted customers with any issues
- Organised, sorted and displayed donations in a merchantable manner
- Cooperated with other team members to provide a pleasant environment for everyone

## EDUCATION

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### Google

*Google Data Analytics Certificate*

*Completed May 2022*

### Monash University

*Bachelor of Actuarial Science, Minor in Finance*

### Clayton, VIC

*Completed March 2022*

### Rossmoyne Senior High School

*Western Australian Certificate of Education*

### Rossmoyne, WA

*ATAR: 95.55*

## SKILLS

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Proficient with R (RStudio), SQL (BigQuery) and MS Excel data analysis; Python; Modelling and forecasting experience; Data and Keynote presentation; Strong communication and teamwork; Adept with MS applications

**Referees available upon request**