

# Tinaika Pereira

ptinaikajr@gmail.com

0417479254

**LinkedIn:** [www.linkedin.com/in/tinaikapereira/](https://www.linkedin.com/in/tinaikapereira/)

**Portfolio:** <https://tinaika19.github.io/my-portfolio/>

## EDUCATION

**La Trobe University, Melbourne**

**Jul 2022 – Jul 2024**

*Master of Business Analytics, Major in Data Science*

**Royal Melbourne Institute of Technology (RMIT), Melbourne**

**Jun 2017 – Dec 2019**

*Bachelor of Business, Major in Information Systems*

## SKILLS PROFILE

- **Web Development:** Front-end (HTML, CSS, Bootstrap, Tailwind) and Back-end (JavaScript, Node.js, Express, MVC).
- **Project Management:** Agile, JIRA, stakeholder management
- **Business Analysis:** documenting, and validating business and technical requirements using a wide range of elicitation techniques (process modelling, use cases).
- **Technical Tools:** SharePoint Online, Power Platforms, HP Service Manager, ServiceNow, SharePoint Online, Azure, WordPress.
- **Analytical techniques:** Forecasting, regression, classification, clustering, NLP
- **Non-technical skills:** Communication, problem-solving, teamwork, time management

## WORK EXPERIENCE

**La Trobe University, Melbourne**

**Aug 2023 – April 2024**

**Career Ready Ambassador (Part-time)**

**Key responsibilities:**

- Offering peer-to-peer support and assistance to fellow students in navigating and utilizing various career resources and tools to help them in their career development journey
- Develop and deliver online (and face to face) presentations to selected student cohorts to promote services, programs and resources.
- Collaborated with career advisors and university stakeholders to ensure high-quality support for students across diverse needs.

**ASG Group, Melbourne**

**Dec 2021 – May 2022**

**Operations Analyst (full time)**

**Key Responsibilities:**

- Administered an enterprise application for a critical Victorian government payroll system, including batch process management, user administration, and capacity management.
- Working within ITSM processes including assisting the management team with change, release Incident, problem and configuration management.
- Proficiently wrote SQL queries to identify and debug batch process failures.
- Managed monthly service level reports, ensuring alignment with performance metrics and service agreements.

**UKG (Ultimate Kronos Group), Melbourne**

**Aug 2021 – Oct 2021**

***Data Analyst (Intern)***

**Key Responsibilities:**

- Conducted data analysis and reporting for international sales accounts using tools like Salesforce and D&B Hoovers.
- Ensured data accuracy and delivery of actionable insights for stakeholders
- Involved with the production of Sales QBR's, review in tableau and reporting in PowerPoint

**Dream House Realtors, India**

**April 2020 – Jul 2021**

***Digital Support Specialist (Part-time)***

**Key responsibilities:**

- Collaborate with cross-functional team to optimize user experience by implementing website content updates.
- Supported stakeholders by editing, reviewing, and formatting business reports and presentations, ensuring high standards of delivery.
- Strategically planned and oversaw website operations, including performance monitoring and system upgrades, to ensure optimal functionality.
- Documented and validated business and technical requirements, utilizing process modelling and use cases to meet stakeholder expectations and ensure seamless project execution.
- Automated workflows and enhanced project management processes using Microsoft SharePoint Online and Power Automate

#### **CERTIFICATIONS**

- Microsoft Azure Fundamentals (AZ-900)
- Google Data Analytics
- MECCA Business Analyst Virtual Experience
- Accenture Discover Program
- Micro-Certification – Citizen Developer Application Creator (ServiceNow)