Tinaika Pereira

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Portfolio: https://tinaika19.github.io/my-portfolio/

EDUCATION

Sacred Heart International College, Melbourne　　　　　　　　　**Sep 2024 – current**
Graduate Diploma in Management

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

- **Programming Languages:** Front-end (HTML, CSS, Bootstrap, Tailwind) and Back-end (JavaScript, Node.js, Express, MVC).
- **Project Management:** Agile, JIRA, stakeholder management, SCRUM
- **Business Analysis:** documenting, and validating business and technical requirements using a wide range of elicitation techniques (process modelling, use cases, user stories, acceptance criteria), A/B testing
- **Technical Tools:** SharePoint Online, Power Platforms, HP Service Manager, ServiceNow, SharePoint Online, Azure, WordPress, PnP Powershell
- **Data Analytics:** SQL, Tableau, PowerBI, regression, classification, hypothesis testing, natural language processing
- **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
• Assisted in User Acceptance Testing (UAT), performing manual testing to validate system performance and identify potential issues.
• Created test cases and test designs to ensure overall functionality met business requirements.

VOLUNTARY EXPERIENCE

La Trobe leaders Program, Melbourne   **Jan 2023 - Oct 2023**
La Trobe leader
Key Responsibility:
 • Help guide and support new students who are enrolled in the same school/discipline.
• Supporting in-semester engagement activities and events (virtual and/or in person).
• Participating in University celebrations and events such as RU OK Day, Sorry Day, Reconciliation Week, and Harmony Week.

Student Learning Advisor Mentors (SLAMS) at RMIT, Melbourne   **Jun 2019 - Nov 2019**
 Peer mentor
Key responsibilities:
• Mentored students by offering them help with coursework, general study skills and preparation for exams to build academic confidence.

REFEREES

Available upon request