

Tinaika Pereira

ptinaikajr@gmail.com

0417479254

LinkedIn: www.linkedin.com/in/tinaikapereira/

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

EDUCATION

Sacred Heart International College, Melbourne
Graduate Diploma in Management

Sep 2024 – current

La Trobe University, Melbourne
Master of Business Analytics, Major in Data Science

Jul 2022 – Jul 2024

Royal Melbourne Institute of Technology (RMIT), Melbourne
Bachelor of Business, Major in Information Systems

Jun 2017 – Dec 2019

SKILLS PROFILE

- **Programming Languages:** 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, 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
Career Ready Ambassador (Part-time)

Aug 2023 – April 2024

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
Operations Analyst (full time)

Dec 2021 – May 2022

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)
- Full stack development bootcamp at University of Sydney