

Ben McMaster

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EXPERIENCE

Service Delivery and Reporting Analyst

April 2015 - Present

NEC Australia | Melbourne, VIC

- Preparation, calculation, and reconciliation of the Victorian Government Business Phone System monthly SLA/KPI report, using advanced MS Excel spreadsheets, utilizing pivot tables, charts, and dashboards.
- Utilising Power BI and Tableau for dashboard creation, analysis of monthly-generated reports and presenting results from multiple datasets consisting of 10'000s individual records.
- Processing of raw data for customer financial analysis, assisting the customer with understanding and actioning new insights to the business through auditing practices. Utilising SQL scripts for data gathering and processing in customer presentable spreadsheets.
- Performed large amounts of in depth data collection for large-scale projects. Researching, documenting, cleaning, and researching customer systems for use when upgrading (new data sets created), presenting finalised presentable data collections to customer.
- Wrote and automated tools and scripts to increase departmental efficiency and automate repeatable tasks.
- Addressing all customer inventory discrepancies and billing queries.
- Writing Victorian Government switchboard database application using Ruby on Rails, SQL Server 2016, HTML, and CSS, for all edits, updates, new entries, and deletions, which relates to their Statewide Console application.
- Implemented a Wiki system on internal Windows Server for all processes, procedures and file storage for a single point of truth repository.
- Utilizing Remedy/MFGPro and SAP for order processing, engagement of internal resources, progress reporting, inventory control, and billing activities.

Key Accomplishments:

- Performed audits between customer system data and billing data for all major Victorian Government departments to assist with cost saving measures, later applying suggested actions with final reports.
- Led the process in all MOG changes in legacy systems for infrastructure and billing.

2IC Team Leader – National Service Desk

July 2010 - April 2015

NEC Australia | Melbourne, VIC

- Updating KBA for technical support and procedures.
- Run daily and monthly KPI reports for the group
- Recreating user guides, flowcharts and other procedures, new manuals and stored in a central repository
- Providing full position training, including interstate travel.

Manager

June 2003 - July 2010

McDonalds | Melbourne, VIC

- Managing a team of up to 15 crew (including rostering), decreasing labour costs where possible
- All shift cash handling and daily banking
- Following all store procedure and demonstrating to McDonalds Australia Head Office under store auditing conditions
- Organising stock levels, deliveries and unloading

EDUCATION

- Rowville Secondary College
- Academy of Interactive Entertainment (Advanced Diploma of Animation)

CERTIFICATIONS

- Coursera (SQL for Data Science, Databases and SQL for Data Science)
- edX (Introduction to Data Analysis using Excel)
- ITIL Foundation in IT Service Management (PeopleCert)

SKILLS

Power user of Excel, SQL Server, Power BI, Tableau, Python | Windows | Analytical Skills, Business Intelligence