**SUMMARY**

# Phone sales specialist generates 20–30 EOI follow up calls/day with ~10% conversion to paid subscription at Futu Trading. CSAT focus, prompt response to objection and offering with compliance‑aligned scripts; Xero/ Salesforce/Power BI dashboard demo.

**EXPERIENCE**

**Good Hope Pty Ltd**

Data Analyst, Newtown | November 2024 – Current

Generate real time interactive dashboard with polygon.io to generate investment market insights. Fetching Domain API market data, Power BI map visualization to generate suburbs rental price.

Github Enterprise version control and credentials integration within environmental variables.

Proof of concept. Redis and firebase for efficient deployment of credentials on database.

**Acciona**

Data Administrator, North Sydney | June 2024 – November 2024

Build Power BI Premium real time data snapshots for Western Harbour Tunnel Project connecting Waverton and Rozelle. WHS statistics on low injuries rate and 98% training Compliance to secure ongoing workday training grant of $1 million per year.

Power Automate workflows to streamline onboarding processes in 3D Safety. Validate Workday online training modules sign off, 100-point ID and construction certifications.

Design and achieve $200K grant with Python Flask mobile application demo to Signoff Workday training.

**Futu Holdings Limited**

Sales Development Representative, Town Hall | August 2022 – Mar 2023

Upsell clients for platform subscription. 10% conversion to paid account tracking with Salesforce.

Handle outbound calls to current clients and provide ID verification and money deposit assistance in WeCom (WeChat Corporate) and WhatsApp.

RG146 approved SOP to provide concise market updates and service positioning in Australian Market.

**Woolworths Group**

Test Analyst, Norwest | January 2021 – August 2022

Python Selenium google sheets automation provides QA in removing defects, reducing 10% manual testing cost.

ServiceNow requests from Offshore team for Contractor account activation to save daily rate.

Generate savings of $250K by automating repetitive Excel data processes with Java-based solutions.

Data Center QA in Woolworths self checkout machine optimizing barcode scanning with C++.

**Jetstar**

Customer Service Officer, Mascot | May 2023 – February 2024

Manage passenger service inquiries, including booking amendments and additional service offerings.

Maintain accurate CRM flight records and promote flexible plans for flight rescheduling and extra luggage.

**EXPERIENCE**

**University of Technology Sydney**

Bachelor of Science in Analytics | January 2018 – December 2020

Excel, Tableau data visualization and statistics projects using Python and R.

Conduct 100 people surveys in Mental Health with Qualtrics and Oracle SQL.

Skills & Certificates

Python, SQL, Power BI, Azure Data Studio, Power Automate, Atlassian Jira, Eclipse IDE, Anaconda, Google APIs, Exact CRM, Workday, ServiceNow, RG146