**SUMMARY**   
QA professional of experience in Google Sheets automation, software version control/ patch updates and employees onboarding. Secure $1 million in annual grant funding at Acciona with real time Power BI Premium dashboard generate WHS statistics. Provide $250K in savings at Woolworths Group by streamlining Excel logistic data processes.

**Good Hope**

ICT Analyst, Newtown | August 2025 – Current

Create real time interactive dashboard with Polygon.io for market insights focus investor relations.

Fetch market data with domain API. Power BI map visualization for suburb rental pricing trends.

Standard release GitHub CI/CD on variables, resolve branch conflicts to automate code deployment.

Sales Consultant, Newtown | November 2024 – August 2025

Outbound prospecting of 30 Calls per day to book property management meetings with managers. Achieve show up rate of 40% and generating prospective clients from China of 3 per week.

Phone calls to negotiate contracts with client's residential asset management service delivery.

Qualify leads in Exact CRM, stage progression and contractors' schedule for property maintenance.

**HCA**

Customer Service Administrator, Town Hall | April 2025 – July 2025

Update customer profiles after calls in Salesforce: created custom objects and Emergency Contacts with validation rules to prevent data entry errors, improving first time accuracy by **15%**.

Verify client records: delivery address and payment plan against NSW Health for billing accuracy.

Setup salesforce flow to trigger data sheets linkage to automate documents data entry.

**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, ITIL 4 Foundation, ISTQB