**SUMMARY**

Highlights: Generated $1M+ annual training grants with real‑time Power BI dashboards in Acciona. Converted 10% of 20 - 30 daily follow‑up calls to paid plans in Futu. Saved $250K annually by automating Excel logistics processes at Woolworths.

**EXPERIENCE**

**Good Hope Pty Ltd** – ICT Analyst, Newtown | November 2024 – Current

• Fetching domain API market data integration to power BI dashboard to generate suburbs rental price.

• Continuous deployment of Polygon.io price data to present favored investment market insights.

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

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

• Answered inbound enquiries and booked appointments; maintained adherence and kept after‑call work within targets of 9 NPS.

• Updated customer profiles and emergency contacts in Salesforce; validation manual entry rules. Verified addresses and payment plans, reduced billing issues.

**Acciona** – Data Administrator, North Sydney | June 2024 – November 2024

• Centralized employee safety/contact records for data accuracy within stakeholder communications.

• Built simple Power BI snapshots and translated insights into non‑technical talking points for managers. Automated onboarding updates with Power Automate to reduce manual entry.

**Jetstar** – Customer Service Officer, Mascot | May 2023 – February 2024

• Resolved booking changes and add‑ons at counters and via phone; Upsell attach service for seats and baggage through clear optioning.

**Futu Holdings Limited** – Sales Representative, Town Hall | August 2022 – March 2023

• Outbound calls to warm leads; 10% conversion to paid subscriptions. Provided market updates and product positioning; used structured objection‑handling for upgrades.

**Woolworths Group** – Test Analyst, Norwest | January 2021 – August 2022

• Collaborated with product/ops to triage issues; documented clear steps and impact to accelerate fixes for customer visible defects. Web automation with Java/Selenium; reduced repetitive work. Generate saving $250k yearly.