# ANTHONY NI

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## 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; Vigor in Xero/ Salesforce. Secure **$1 million in annual grant funding** at Acciona with Power BI Premium dashboard. Generate Construction Site workers injury statistics real time.

## Professional Experience

## Good Hope Pty Ltd

Database Analyst, Newtown | August 2025 – Current

* Generate real time interactive dashboard with polygon.io to generate investment market insights.
* Fetching market data from domain API with Power BI Map visualizations to generate rental histories and suburbs pricing.
* Proof of concept in Upstash Redis data platform to reduce loading time for dashboard generation.

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 Asia of 3 per week.
* Assist in negotiating contracts with institutional investors property assets service delivery.
* Exact CRM tasks to progress interested clients and connect contractors in 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 follows up across all seven states, reduce manual updates by 10%.

### 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 completion 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 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.

## 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.

Education

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

Python, SQL, Power BI, Excel, Google Sheets, Azure Data Studio, Power Automate, Atlassian Jira, Eclipse IDE, Anaconda, Google APIs, Exact CRM, Workday, ServiceNow, 3D Safety, ITIL 4 Foundation, ISTQB