**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.

# Professional Experience

## Good Hope Pty Ltd

**Data 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 – July 2025

* Outbound prospecting of 30 Calls per day to book property management inspections and appointments with managers. Achieve show up rate of 40% with quality buyers of 3 per week.
* 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

* Achieve $200K grant approval by designing and present a Python Flask mobile application prototype.
* Consolidate and migrated employee safety records from 3D Safety and Excel into Microsoft Cloud databases for central access.
* 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 streamline onboarding processes in 3D Safety, validate Workday online training modules completion sign off, migrate personal information securely to azure data studio.

## Woolworths Group

**Test Analyst**, Bella Vista | 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.

## 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.

## Jetstar

**Customer Service Officer**, Mascot | August 2023 – February 2024

* Manage passenger service inquiries, including booking amendments and additional service offerings at airport counters and boarding gates.
* Angelite reservation system to validate passenger’s passport and determine travel eligibility. Issue boarding pass within average 3 minutes. (KYC)
* Escort service for pilots and first-class passengers to speed up Custom Clearance time. Make them feel important with focus in VIP retention.

**Ramp Service Agent,** Mascot | May 2023 – July 2023

* Driving at airport Tarmac like real life GTA.
* Facilitate baggage loading, aircraft servicing, and ground operations to support on-time flight departures of 80%.

## Education

## UTS

**Bachelor of Science in Analytics**, Sydney | January 2018 – Dec 2020

* Excel, Tableau data visualization and statistics projects using Python and R.
* Conduct 100 people surveys in Mental Health with Qualtrics and Oracle SQL.
* Capstone project focused on consumer behavior analysis using IBM SPSS and Tableau.
* UTS Table tennis society and Cybersecurity Society activities coordinator 2020.

# Skills

Call center inbound outbound calls NPS QA Excel MYOB Salesforce Xero RG146 Finance General Insurance picking report order processing Fidelity CoreLogic MS Office typing speed 70 wpm Excel formula Niche RMS Motorola Solutions.