Madan Parthiban

Data Analyst | Business Intelligence | IT Systems

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PERSONAL SUMMARY

Business Information Systems graduate with a passion for data analytics and interest in deriving insights from data. Skilled in Excel, SQL, Tableau, and Power BI, with expertise in data storytelling and business reporting. Known for disciplined approach, accountability, and eagerness to learn. Seeking entry-level position to bring fresh perspective, dedication, and growth-oriented mindset to data-centric team. Organized and reliable candidate adept at managing multiple tasks with positivity and willingness to take on extra responsibilities for team objectives.

CORE COMPETENCIES / KEY SKILLS

- **Data Analysis & Visualization** : SQL, Excel (pivot tables, formulas), Power BI (beginner), Tableau, data storytelling, visual reporting

- **Collaboration & Communication**: Cross-functional teamwork, stakeholder coordination, insight communication

- **Data Management**: Data modeling, validation, transformation, integrity checks, CSV/Excel handling

- **Data Analysis & Visualization**: SQL, Excel (pivot tables, formulas), Power BI (beginner), Tableau, data storytelling, visual reporting

- **IT Support & Operations**: Troubleshooting, imaging, system setup, basic networking

- **Business Intelligence**: Experience with BI tools and performance dashboards for reporting and decision support

- **Technical Tools**: Python (beginner), Microsoft Office Suite, Google Workspace, Javascript, HTML and CSS

EXPERIENCE

IT SECURITY AND CLOUD COMPUTING SUPPORT (INTERN) | 03/2022 to 07/2022
Patience Capital Group - Singapore, Singapore

- Delivered technical support to end users both remotely and on-site, resolving hardware, software, and access issues efficiently.
- Reviewed and optimized the company's cloud infrastructure with a focus on enhancing data security and operational efficiency.
- Gained practical experience with Google Workspace and Microsoft Azure, developing a clear understanding of the key differences between cloud services, migration procedures, policies, security measures, and system integration.
- Designed and developed IT security awareness training materials to improve staff understanding of cybersecurity best practices.

EUS, END USER SUPPORT (INTERN) | 07/2019 to 12/2019 **NCS Group - Singapore, Singapore**

- Provided technical support to end users, handling help requests and troubleshooting hardware/software issues.
- Performed system imaging and re-imaging for user devices.
- Maintained accurate asset inventories and ensured proper tracking of IT equipment.
- Escalated complex issues to third-party vendors or resolver groups as needed.
- Ensured timely resolution of incidents to meet service level agreements (SLAs).

EDUCATION

Republic Polytechnic - 9 Woodlands Ave 9, Singapore 738964 | Diploma
Business Information Systems, 04/2022
- Learn to use technology to solve real business problems.
- Build skills in tech, business, and data analysis.
- Understand business needs and create IT solutions.

Institute of Technical Education - 10 Simei Ave, Singapore 486047 | Nitec
Info Communications Technology, 12/2019
- Proficient in setting up, maintaining, and troubleshooting computer networks, servers, IT peripherals, mobile devices, and application software deployment.

ACHIEVEMENTS AND AWARDS

- Edusave Award for Improvements in Studies, 2016
- Bursary Award for Grades Improvement in Studies, 2018
- ICA – Lee Foundation Awards (Excel Award), 2018
- Edusave Merit Bursary Award for Good Conduct, 2018
- NCS – Service Excellence (Enhanced Internship Program), 2019
- Edusave Award for Academic Achievement, 2019

REFERENCES

Available upon request