

## Madan Parthiban

### Data Analyst | Business Intelligence | IT Systems

✉ madanparthiban13@gmail.com | ☎ +65 8906 0789

🌐 linkedin.com/in/madan-parthiban | 🌐 madanparthiban13.github.io

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### About Me

Business Information Systems graduate with a strong foundation in data analytics, business intelligence, and IT systems. Skilled in SQL, Excel, Power BI, and Tableau for transforming raw data into meaningful insights. Experienced in process analysis, dashboard reporting, and technical support. Passionate about leveraging data to optimize operations and support informed decision-making. Known for adaptability, analytical thinking, and a continuous drive to learn and grow in data-driven environments.

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### Core Competencies / Key Skills

**Data Analytics & Visualization:** SQL Query, Excel, Power BI, Tableau, data modeling, ETL, reporting automation, and storytelling with insights.

**Business & Systems Analysis:** Process mapping (BPMN), requirement gathering, ERP/MIS understanding, and business workflow improvement.

**Technical Tools & Programming:** Python, .NET, Java, HTML/CSS/JavaScript, Microsoft Office, and Google Workspace.

**IT & Support Operations:** Troubleshooting, system setup, asset tracking, networking basics, and IT security awareness.

**Business Intelligence & Reporting:** KPI dashboards, trend analysis, and data-driven performance monitoring.

**Project & Collaboration:** Agile methodologies, workflow optimization, documentation, and stakeholder coordination.

**Soft Skills:** Analytical thinking, communication, adaptability, problem solving, teamwork, and curiosity for learning.

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### Education

- **Republic Polytechnic** – Diploma in Business Information Systems (Apr 2022)
  - **Institute of Technical Education** – Nitec in Info-Communications Technology (Dec 2019, GPA 3.7)
  - **GCE N(A)-Level** – Feb 2017
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### Experience

#### Patience Capital Group – IT Security and Cloud Computing Support (Mar 2022 – Jul 2022)

- 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 to enhance data security and operational efficiency.
- Designed IT security awareness materials to strengthen staff understanding of cybersecurity practices.

#### NCS Group – End User Support (Jul 2019 – Dec 2019)

- Provided technical support to end users, troubleshooting hardware/software issues.
  - Performed system imaging, maintained asset inventories, and ensured timely issue resolution in line with SLAs.
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### Achievements & Awards

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