

MKM CDNZ

Technical Business Analyst | Data & Insights

CONTACT

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TECHNICAL SKILLS

Programming & Scripting

Python (beginner→intermediate), Java (foundational), JavaScript (foundational), SQL (beginner→intermediate)

Diagnostics & Tooling

Jira, Confluence, Google Workspace, Power BI, Looker Studio, AppSheet

Automation & No-Code

AppSheet apps (barcode/QR), Google Apps Script, WordPress

Work Practices

Requirements & SOPs, Workshop facilitation, UAT/Test support, Incident triage & BAU

CORE COMPETENCIES

Process mapping • Stakeholder facilitation • Plain-English comms • Safety & risk awareness • Data visualisation • Change enablement

CERTIFICATIONS

Certified ScrumMaster (CSM)
Scrum Alliance

Certified Scrum Product Owner (CSPO)
Scrum Alliance

First Aid (NZ)
Approved NZ Provider

Microsoft Technology Associate
Microsoft

EDUCATION

Web & Mobile App Development
NPower Canada, Toronto (2016)

BA & LLB (partial)
Victoria University of Wellington

Professional Summary

Delivery-centric Technical Business Analyst pivoting into robotic childcare. I blend calm, safety-first operations with methodical troubleshooting and clear documentation. I've led workshops, mapped processes, and built no-code tools that reduce errors and accelerate onboarding—useful when caring for 8–12 newly activated baby robots that need consistent routines, quick diagnostics, and compassionate resets.

Professional Experience

Consulting / Freelance

Jul 2024 – Present

Technical Documentation • Workshops • WordPress Consultant

- Converted high-level asks into concise SOPs, how-to guides, and checklists—minimising rework and making complex tasks repeatable for non-technical users.
- Designed hands-on training on generative AI guardrails and safe adoption; improved confidence across mixed audiences (great preparation for new-parent coaching).
- Built small automations and content systems; used structured logs and plain-English status updates to keep stakeholders aligned during fast iterations.

Highlight: Produced storyboarded video content using Python-assisted visuals—useful experience for creating engaging, age-appropriate learning modules.

Enstall

Oct 2020 – Jul 2022

Warehousing & Logistics Officer

- Coordinated pick/pack/dispatch and fleet readiness with strong safety culture; led toolbox talks and post-incident reviews.
- Built a no-code WMS/FMS with barcode/QR scanning and real-time dashboards; replaced paper processes and reduced errors by 80%+.
- Created compatibility databases and substitution rules to maintain service during shortages—structured thinking suited to parts/firmware management.

Impact: Reduced weekly reporting from ~2 days to a single afternoon via automation and standardised capture.

Relevant Capabilities for Robot Babysitting

Calibration & Care Toolkit

Key strengths

Transferable Skills

- **Primary care at scale:** Comfortable coordinating 8–12 concurrent workstreams with checklists, Kanban, and time-boxed routines.
- **Feeding & updates:** Familiar with scheduled maintenance and versioned change logs; adept at designing SOPs for charging cycles and software updates.
- **Behavioral management:** Uses “first principles + playbooks” to triage glitches, apply timeout protocols, and document outcomes.
- **Educational programming:** Storyboards learning modules; writes clear, friendly instructions backed by acceptance criteria.
- **Safety monitoring:** Trained in incident prevention and post-incident reviews; escalates on thresholds with clear reproduction steps.
- **Documentation:** Maintains daily logs, dashboards, and parent-facing summaries in plain language.