

Tom Stannard

Senior Operations & Data Analyst



Experience

Share with Oscar (2021 - Present) Senior Operations & Data Analyst

- Full ownership of internal analytics powered by SQL, Excel / Sheets and Google Looker Studio. Presented key metrics to company founders weekly. Developed a plethora of self-service dashboards for internal stakeholders and VIP commercial clients.
- Management of key operational areas:
 - Customer Service Team (*Escalations, SOPs, Training*)
 - Accounting (*Receivable, Payable, Fraud Protection*)
 - Website Administration (*HTML, CSS, SEO*)

Tech2 (Now Harvey Norman Techteam) (2020 - 2021) IT Support Technician

- This fast paced role involved troubleshooting inbound and outbound tickets via remote desktop and over-the-phone support.
- Gained invaluable experience working one-on-one with clients, translating techie jargon and writing comprehensive documentation. Also gained familiarity working in an enterprise environment against numerous competing KPIs.

Freelance (2018 - 2021) Wordpress Developer

- Registered as a sole trader, this entrepreneurial venture involved establishing the domain registrar, website hosting, wordpress site and ongoing SEO for several local SMEs.

Education




University of Technology Sydney Bachelor of Science Information Technology

- Major: Business Information Systems
- Major: Management Studies









TAFE NSW

- Certificate III Information & Digital Technology
- Certificate III Telecommunications Technology

Contact

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References

-  Louise Chen (*Current Manager*)
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-  Co-Founder | Share with Oscar
-  Damian Hodgetts
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-  Lead Developer | Share with Oscar

Stack

SQL Python R Excel
Power BI Azure Databricks
Tableau Looker Studio
Sheets HTML CSS