Tom Stannard
Senior Operations & Data Analyst

+61 402 824 763 | tom_work@live.com | Cobbitty, Sydney, NSW 2570 | tomstannard.com

Education

University of Technology Sydney
Bachelor of Science Information Technology

- Major: Business Information Systems
- Grade: Distinction

TAFE NSW

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

Datacamp

- Over 45 courses and 200 hours of hands-on training across tools including SQL, R, Python, Power BI, Azure, Databricks & more.

Experience

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Senior Operations & Data Analyst (Jul 2022 - Present)

- Internal leader for all things 'data', writing complex SQL queries for the purposes of ad-hoc research, reporting, forecasting, quality assurance, accounting, operational efficiency and more.
- Built from scratch a suite of internal reporting products powered by SQL, Excel, Data Studio & Power BI.
- Presented key analytics to company executives on a weekly basis to promote informed strategic decision-making.
- Developed a library of "self-service" dashboards for both internal stakeholders and large commercial partners to visualize important metrics related to carpark revenue, utilisation, operational bottlenecks and more.
- Controlled key operational areas:
  - Customer Service Team *(Escalations, SOPs, Training)*
  - Accounting *(Receivable, Payable, Fraud Protection)*
  - Website Administration *(HTML, CSS, SEO)*
- Proudest achievement: Working closely with Meriton to build various interactive dashboards which have enabled them to clearly visualise revenue, occupancy and churn across thousands of geographically dispersed parking spaces. Strategic insights have empowered them to increase annual parking revenue by over 45% in 2023.

Operations & Data Analyst (Jun 2021 - Jul 2022)

Growth Marketing Intern SEO (Jan 2019 - May 2019)

Tech2 - *Harvey Norman*
IT Support Technician (Feb 2020 - Jun 2021)

- Tasked with 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 into everyday english and writing comprehensive documentation.

Freelance
Wordpress Developer (Jan 2018 - Jun 2021)

- Involved establishing the domain registrar, hosting, wordpress site and ongoing SEO for several local SMEs.

Skills

SQL · Python · R · Excel

Power BI · Azure · Databricks

Tableau · Looker Studio

Sheets · HTML · CSS

Volunteering

Sydney Colonial Muzzle Loading Club
- Firearms trainer & club committee member.
- Built (and currently manage) club website.

References

Co-Founder | Share with Oscar

Lead Developer | Share with Oscar