

Ashintha Silva

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Mulgrave, Victoria

Key skills

- Data Analysis
- Project Management
- Data Cleaning
- Problem-solving
- Reporting
- Requirements Analysis
- CRM Management
- Testing

Technical skills

- Data Analysis & Visualisation - Power BI, Tableau, Advanced Microsoft Excel
- Programming Languages - Python, Java, HTML
- Agile & Collaboration Tools - JIRA, Confluence, Trello
- Database - MySQL
- Business Applications - Zendesk, Microsoft Office

Education

Bachelor of Information Technology Major in Business Information Systems from Monash University
Graduated 2020

Information Technology Diploma from Monash College
Graduated 2018

Summary

Results-oriented Analyst with 2 years of experience in data analysis, visualization, and machine learning, skilled in Python, CRM, and Cloud Technologies. Proven in optimizing operations and enhancing customer satisfaction.

Experience

Operations and Systems Support Analyst at The ItsMy Group
06 / 2023 – 06 / 2024, North Richmond, Australia

Key responsibilities / Achievements

- Led the analysis and management of key sales and marketing systems, such as Zoho CRM, enhancing and implementing solutions across various business units and external agencies.
- Provided technical support for desktop and mobile environments, including CRM, Google, Microsoft systems, cloud-hosted PBX, and Twilio telephony systems.
- Maintained and updated the Twilio phone system, achieving a 20% reduction in wait times for tasks such as number changes, spam reporting, sales agent setup, and system downtime.
- Managed IT policies and procedures, overseeing user licenses, hardware, and software for the organization.
- Acted as the primary point of contact for IT matters and systems support, ensuring the continuous operation of critical applications.
- Developed and updated the front end of lead entry widgets using HTML, deploying changes with AWS.

Support Specialist at VendorPanel Pty Ltd
10 / 2022 – 05 / 2023, Melbourne, Australia

Key responsibilities / Achievements

- Resolved support tickets across multiple channels, providing exceptional customer service with technical platform expertise.
- Performed technical troubleshooting to isolate and resolve system or user issues efficiently.
- Configured users and platforms to optimize workflows and functionality.
- Delivered online training, coaching, and assisted in webinars and other informational events.
- Collaborated with team members for pre-sales support, new customer setup, configuration, and system testing for seamless integration.
- Documented and maintained processes for the VendorPanel platform to ensure consistency and standardization.
- Identified and escalated system bugs and enhancements to technical resources for efficient resolution.

Qualifications

Google Data Analytics Specialization from Performance Education 2024

Associate, Australian Computer Society (ACCS)

ACS IT Professional Year from Performance Education 2021

Volunteer Experience

Peer Mentor Monash University

World Challenge Travel to Oman

References

Available upon request

Back Office IT Associate at VendorPanel Pty Ltd

10 / 2021 – 10 / 2022, Melbourne, Australia

Key responsibilities / Achievements

- Supervised routine operations and projected future trends in the back-office department with the Support Team Leader.
- Executed high-scale data entry and verification tasks to support VendorPanel's partners.
- Customised platform functions and managed licensing and user administration for customer enterprises.
- Produced reports for internal and external stakeholders.
- Participated in and delivered internal projects within specified timeframes.
- Provided platform assistance to Customer Success, Sales, and Account Management departments.
- Delivered inbound and outbound support to the supplier user base.

Remote Data Analyst at Gift Management Asia Pte. Ltd.

04 / 2021 – 07 / 2021, Singapore

Key responsibilities / Achievements

- Collaborated with the Chief Digital Information Officer to identify and address performance bottlenecks, gaps, and transparency issues in the Operations & IT Support team, developing a comprehensive data-driven roadmap.
- Collected and analysed complex data sets, creating visual dashboards using Zendesk, Power BI, and Tableau to present actionable insights, improving mean time to resolve KPIs by 15%.
- Conducted quality checks and introduced data validation, standardization, and cleansing processes, enhancing data accuracy by 15%.
- Developed customized KPI reports integrated across multiple teams and automated delivery to senior leadership, improving transparency and decision-making.
- Produced detailed SOPs, user manuals, and documentation to report findings and new processes, minimizing reprocessing and enhancing knowledge sharing.

Information Technology Intern at Trident Travel

06 / 2015 – 08 / 2015, Dubai, United Arab Emirates

Key responsibilities / Achievements

- Analysed travel booking data using advanced Microsoft Excel, producing insights that improved forecast accuracy.
- Mapped current and future state processes through business process modelling, introducing improvements that reduced bottlenecks.
- Conducted competitor analysis and developed marketing campaigns, increasing lead conversion rate by 8%.
- Handled customer inquiries, complaints, and disputes, improving turnaround time and complaint resolution rate by 10%.
- Built client relationships to gather feedback and introduced process improvements to enhance communication and transparency.