Tom Stannard [in] [github]
Senior Operations & Data Analyst

Experience

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

- Full ownership of internal analytics powered by SQL, Excel / Sheets, Google Looker Studio and Power BI. 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*)
- +61 420 202 288
- louise@sharewithoscar.com
- Co-Founder | Share with Oscar

- Damian Hodgetts
- +57 322 820 4527
- damian@sharewithoscar.com
- Lead Developer | Share with Oscar

Stack

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