

SAAD SALMAN

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Detail-oriented and proactive professional with over 6 years of combined experience in Data Analysis and ICT Support, including 2 years working with **large-scale datasets**. Recently completed a Data Science course at the University of Technology Sydney (UTS), focused on gaining hands-on experience in **AI, automation, and machine learning** using **Python** and **PySpark**. Eager to apply my technical and analytical skills to support data-driven strategies and contribute meaningfully to big data or data science initiatives within a dynamic organization.

TECHNICAL & SUPPORT SKILLS

- **Data Analysis & Automation:** Proficient in analyzing large datasets and automating data workflows using Python and PySpark to extract insights, improve processes, and support data-driven decisions.
- **Data Visualization & Reporting:** Skilled in designing interactive dashboards and visual reports using **Power BI**, presenting complex data in a clear and actionable format.
- **Enterprise Application Support:** Provided support for enterprise systems, including **ServiceNow**, Microsoft 365 suite, and internal applications to ensure performance and user satisfaction.
- **Incident & Problem Management:** Strong background in incident resolution, service request handling, and root cause analysis using ITSM tools, ensuring continuous improvement.
- **Stakeholder Communication:** Excellent interpersonal skills with the ability to translate technical data into business insights and communicate effectively with stakeholders of varying technical backgrounds.
- **Documentation & Records Management:** Skilled in maintaining accurate documentation and records using **TRIM** and contributing to centralized knowledge bases

TOOLS & TECHNOLOGIES

- **Programming & Scripting:** Python, PySpark, Pandas, NumPy
 - **Machine Learning:** Scikit-learn (classification, regression), automation for data insights
 - **Data Visualization:** Power BI, Matplotlib, Seaborn
 - **Big Data Processing:** PySpark (for distributed data analysis)
 - **Cloud Platforms:** AWS SageMaker, Azure, GCP
 - **IT Support Tools:** ServiceNow (ticketing), TRIM (records management), TeamViewer, Remote Desktop
 - **Productivity Tools:** Microsoft Office Suite (Excel, Word, PowerPoint)
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EXPERIENCE

DATA ANALYST AND SUPPORT(ICT) | (2022 - CURRENT)

Axact IT Services | Sydney, AU

- Analyze and process large-scale datasets using **Python, PySpark**, and data libraries such as **pandas** and **NumPy** to uncover insights, support compliance assurance, and improve business outcomes.
- Develop and maintain **automated data pipelines** and scripts to streamline data workflows, enhance processing efficiency, and reduce manual effort across analytical tasks.
- Build **interactive dashboards and data visualizations** using **Power BI**, delivering clear and actionable insights to stakeholders for data-driven decision-making.
- Apply **machine learning techniques** and automation to support predictive analytics and continuous improvement initiatives in compliance and operational processes.
- Collaborate with cross-functional teams to design and deliver **high-quality data solutions** that align with strategic goals and improve customer experiences.
- Provide advanced **Level 2/3 technical support** for enterprise systems, including incident resolution, service requests, and root cause analysis using **ServiceNow**.
- Participate in the implementation and rollout of new ICT services, ensuring seamless integration and minimal disruption to end users.
- Deliver scheduled onsite technical support across multiple locations, troubleshooting issues related to **networking, Windows OS, Active Directory**, and user access.
- Document processes, technical solutions, and project outcomes in line with departmental standards, contributing to a centralized **knowledge base and TRIM records**.
- Work closely with senior engineers to support major incident responses and contribute to ongoing **service improvement initiatives**.

HELPDESK SUPPORT TECHNICIAN | (2019 - 2022)

Geforce Technologies | Sydney, AU

- Delivered first-line technical support by responding to user issues via phone, email, or in-person interactions to resolve problems efficiently.
- Logged and managed support tickets in a centralized system, ensuring timely escalation of complex issues to higher-level support teams.
- Provided basic troubleshooting and user guidance on hardware, software, and connectivity issues, reinforcing adherence to company standards.
- Maintained accurate records of support activities, contributing to the development of a robust knowledge base for common technical problems.
- Assisted in routine maintenance tasks and collaborated with the IT team to ensure a high level of operational uptime and customer satisfaction.

EDUCATION

Professional Certificate in Data Science & Artificial Intelligence | UTS Sydney | Aug 2024

- Gained hands-on experience with machine learning models for classification and prediction tasks.
- Learned Python-based data analysis, automation, and visualization using Pandas, Matplotlib, and Seaborn.
- Applied data wrangling and exploratory techniques to uncover insights and support data-driven decisions.

Bachelor in Computer Science (Networking) | MIT Sydney | Nov 2019

- Studied network architecture, protocols, and security fundamentals (TCP/IP, LAN/WAN, VPN, firewalls).
 - Gained practical skills in configuring routers, switches, and managing server infrastructure.
 - Completed lab-based projects involving network troubleshooting, system administration, and virtualization.
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