



MASON TATAFU

Information Systems | Technology | Digital | Generative AI

Computer Information Systems graduate with experience supporting digital platforms, business systems, and technology-enabled operations across Microsoft 365, SharePoint, enterprise applications, and operational environments. Skilled in troubleshooting technical issues, supporting end users, maintaining system records, and contributing to technical projects and process improvements. Strong interest in platform engineering, cloud technologies, AI-enabled workflows, and enterprise systems, with hands-on experience using generative AI tools and automation concepts to improve efficiency and problem solving. Collaborative, adaptable, and passionate about learning new technologies in fast-paced team environments.

Technical projects and supporting documentation can be viewed at masonatafu.github.io.

Completed my degree as a student-athlete in the United States on a full academic and athletic football scholarship, following previous involvement at professional A-League level and currently competing in the NPL NSW competition.

DIGITAL SYSTEMS & TECHNICAL SKILLS

APPLICATIONS & PLATFORMS

Microsoft 365 • Excel • SharePoint • SpacetoCo • Explor Recreation • Shopify • Square • Wix

DATA & INFORMATION

SQL • Relational Databases • Data Analysis • Information Management

SYSTEMS & SOLUTION DESIGN

System Design • Data Flow Analysis • UML • Sequence Diagrams • Solution Documentation

BUSINESS ANALYSIS

Requirements Gathering • Process Analysis • Use Cases • Stakeholder Engagement • SDLC • Agile

TECHNICAL TOOLS

Python • C# • HTML/CSS • GitHub • Visual Studio Code

AI & AUTOMATION

Generative AI Tools • Claude • ChatGPT • AI-Assisted Troubleshooting • Workflow Optimisation • Process Improvement • Automation Opportunity Identification • Prompt Design

PROFESSIONAL EXPERIENCE

Bookings Officer, Town of Victoria Park – Perth, WA | *Sep 2025 – Feb 2026*

- Supported booking operations across 19+ public facilities, reserves and community spaces through SpacetoCo and Explor Recreation, ensuring accurate scheduling, access coordination and service delivery for community stakeholders.
- Worked across multiple business systems including SpacetoCo, Explor Recreation, Microsoft 365 and SharePoint to coordinate bookings, records, invoicing and stakeholder communications.
- Managed high-volume enquiries through shared inboxes, phone and customer interactions, ensuring accurate information capture and timely resolution of booking and operational requests.

- Coordinated scheduling, access arrangements and stakeholder requirements across community groups, seasonal hirers and facility users, supporting smooth day-to-day operations.
- Reviewed, consolidated and maintained records and documentation to improve information quality, consistency and accessibility across operational processes.

Systems Analyst, Worth the Words – Louisville, KY, USA | Jan 2025 – May 2025

[View Full SDLC Documentation](#)

- Worked within a 5-person Agile team to deliver a complete systems analysis and website redevelopment proposal for a nonprofit organisation, translating stakeholder requirements into technical and business deliverables.
- Produced and contributed to a 127-page Elaboration Specification containing 46 documented use cases, requirements analysis, UML artefacts, database design, security controls, user interface designs, architecture documentation and implementation planning.
- Developed functional and non-functional requirements covering donation processing, volunteer management, event management, questionnaires, analytics, reporting and administrative workflows.
- Participated in stakeholder presentations throughout multiple project iterations, gathering feedback, validating requirements and refining proposed solutions based on client needs.
- Contributed to project planning activities including traceability mapping, prototype development, system modelling and project scheduling using Gantt charts.

Business Systems Intern, Des Moines Menace – Des Moines, IA, USA | May 2024 – Aug 2024

- Supported the administration and maintenance of business systems, websites and digital platforms used across club operations.
- Managed inventory and product information within Square, maintaining accurate records and supporting operational processes.
- Utilised SharePoint to organise documentation, manage file transfers and improve information accessibility across internal stakeholders.
- Assisted with reporting, data management and system administration activities to support operational decision-making.
- Provided technical support across websites, digital tools and internal systems, helping ensure the effective use of technology across business and sporting functions.

PERSONAL PROJECTS | [View All Projects](#)

AI Workflow Automation Agent – Python / Claude API / Playwright | 2026 - Present

- Developed a functional Python-based AI workflow automation tool to reduce repetitive administrative tasks across research, document preparation, form completion and activity logging.
- Integrated Claude API prompting, browser automation, JSON profile data, PDF generation and reusable response caching into a structured end-to-end workflow.
- Continuing to refine prompt design, process logic, testing steps and review checkpoints to improve consistency, reduce manual input and strengthen control over AI-generated outputs.

Founder – DoggoDiary | March 2025 – Present | [View Website](#)

- Built and launched a Shopify e-commerce platform, managing website configuration, customer workflows and supplier coordination from concept through to operation.
- Managed customer journey, order processing and platform administration activities across the online store.
- Created and managed short-form content generating 20M+ views and 20k+ followers, using audience and engagement data to inform content strategy and platform improvements.
- Utilised AI-assisted tools to support troubleshooting, website configuration and process improvement.

ADDITIONAL PROFESSIONAL EXPERIENCE

- Hardware Merchandiser, Crossmark Australia – Melbourne, VIC | *Jul 2025 – Sep 2025*
 - Retail Merchandiser – Concept Retail – Perth, WA | 2023
 - Vehicle Detailer – Tesla – Perth, WA | 2023
 - Youth Program Coordinator – Hofstra University – New York, USA | 2022
 - Team Member – Woolworths – Perth, WA | 2020–2021
 - Aged Care Assistant – Bethanie Aged Care – Perth, WA | 2019
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HIGH-PERFORMANCE SPORT & LEADERSHIP EXPERIENCE

- Demonstrated exceptional discipline, resilience, time management, and teamwork while balancing elite sport with full-time study and professional work
- Former **Perth Glory A-League** squad member, with **AFC Asian Champions League** appearances
- **NCAA Division I full scholarship student-athlete** (Hofstra University & University of Louisville)
- Semi-professional footballer at **NPL level** (St George City FA; previously Hume FC, Perth Glory FC)

EDUCATION & CERTIFICATIONS

- **Microsoft Excel 2019 Associate Certification – Certiport / Microsoft** | 2023
- **University of Louisville**, Bachelor of Science – **Computer Information Systems** / 2025
- **Hofstra University**, Bachelor of Science – **Computer Science** / 2023 (transferred)
- **Trinity College**, High School – Perth, WA
- **Blue Mountains Grammar / Victoria Park Primary School** – Sydney, NSW / Perth, WA