



# Daniel

Halo Consultant | ITIL Expert 

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## Certifications

- ✓  HaloITSM Certified Implementation Specialist
- ✓ B. Computer Science (Data Science)
- ✓ ITILv4® Foundation in IT Service Management
- ✓ Engineering Project Management: Specialization
- ✓ Data Science with R
- ✓ Data Analytics & Visualisation with SQL
- ✓ Jira Service Management specialist
- ✓ System integrations with Restful API

Dan is an ITIL certified ITSM Consultant delivering best-practice ITSM implementations & uplifts, with a key focus on data reporting and end-to-end UX. Dan has a proven track record in platform migrations, integrations, project management & training.

Dan has successfully collaborated with both public and private sector organisations —including federal government, state departments, local councils, healthcare providers, finance, legal, education and IT services—to solve complex challenges for organisations ranging from 5 to 500 licensed agents.

Dan has formal education in Data science, with demonstrated knowledge across database management, SQL, data science, data analytics & visualisation, API's & integration, UX and more.

Dan's consulting and implementation experience across multiple other platforms like Jira Service Management positions him as a trusted ITSM advisor. His genuine commitment to the Halo platform ensures clients receive sustainable, well-designed solutions backed by care, insight, and long-term thinking.

## Skills and Expertise

- HaloITSM Administrator, Consultant & Support Agent
- Atlassian Administration
- People Management
- Delivery & Project management
- Discovery & Pain-Point Analysis
- Technical Analysis and Consulting
- Solutions Integration & Implementation
- Intelligent Automation
- System training & Change Management

