Data Analyst / Business Analyst / Technical Support Engineer

ADEDOTUN ALADE

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PROFESSIONAL SUMMARY

Results-driven Data Analyst with experience in IT and telecommunications, specializing in building interactive dashboards using Tableau, Power BI, and Excel. Proficient in SQL for data analysis and database management, with a strong background as a Technical Support Engineer resolving complex network issues to enhance operational efficiency and implement technical solutions.

SKILLS

- Programming & Machine Learning: Python, SQL, Java, R, MATLAB
- Data Analysis & Visualization: Tableau, Power BI, Microsoft Excel
- Cloud Computing: AWS, Microsoft Azure
- Project Management: ITIL, PMP, CAPM
- Computer Engineering & Hardware Design: Data Structures, Hardware Digital Logic Design
- Network Management: BMC Remedy, Fiber Optics, Microwave Transmission
- Communication & Collaboration: Cross-functional Teams, Stakeholder Communication
- Excellent problem-solving, critical thinking, and teamwork skills

WORK EXPERIENCE

Data Analyst (Research Assistant)

Nanophononics Laboratory, University of Notre Dame
August 2022 – December 2023

- Developed an SVM model for predicting early failure in quantum cascade lasers (QCLs), improving device reliability by 30%.
- Conducted advanced data analysis with Python and MATLAB, identifying critical QCL failure patterns and contributing to two published papers.
- Reduced data processing time by 25% through optimization of analysis workflows, improving research output.
- Secured 15% additional funding by demonstrating machine learning applications in semiconductor research.

Data Analyst

TheBuston City, Lagos, Nigeria
April 2018 – August 2022

- Led pricing strategy optimization, increasing revenue by $50,000 annually through targeted data analysis on customer purchasing behavior, resulting in a 12% boost in conversion rates.
- Developed Tableau and Power BI dashboards, decreasing reporting time by 40% and improving decision-making efficiency by 25%.
- Enhanced cross-functional collaboration, leading to a 20% improvement in project execution speed.
- Increased sales forecast accuracy by 15% using predictive modeling, reducing stockouts and excess inventory.

Technical Support Engineer

HUAWEI Technologies, Abuja, Nigeria
October 2011 – March 2018

- Increased network reliability by 25% through proactive monitoring and maintenance of fiber optics and microwave networks.
- Led maintenance for submarine power feed equipment, reducing downtime by 30% and ensuring seamless service.
- Expanded mobile network capacity by 40%, serving over 1 million new subscribers in underserved regions.
- Reduced incident resolution time by 40%, improving customer satisfaction and increasing SLA compliance by 15%.

EDUCATION

Masters, Applied Mathematics and Computer Science
Indiana University South Bend | *Expected Graduation: December 2025*
Masters, Information Technology
National Open University of Nigeria | *Graduated: January 2016*
Bachelors, Electronics and Electrical Engineering
Ladoke Akintola University of Technology | *Graduated: December 2009*

CERTIFICATIONS

- ITIL 4 Foundation **|** AWS Certified Cloud Practitioner **|** Microsoft Azure Fundamentals
- Cisco CCNP & CCNA (Routing and Switching) **|** PMP **|** CAPM
- General Health, Safety and Environmental Certification (British Safety Council)
- Cyber Security Certificate for Service Work **|** Remote Delivery Certification (Huawei)

ACHIEVEMENTS AND RECOGNITIONS

- Dorothy Allen Memorial Mathematics Scholarship, Indiana University   *May 2024*
- Graduate: AT&T Technology Academy   *July 2024*

PROFESSIONAL MEMBERSHIPS

- Member, **SWE** (Society of Women Engineers)   *October 2023 - Present*
- Member, **IEEE** (Institute of Electrical and Electronics Engineers)   *October 2024 - Present*
- Member, **ACM** (Association for Computing Machinery)   *October 2024 - Present*

LEADERSHIP AND VOLUNTEER EXPERIENCE

- **Volunteer**, Ubomi Medical and Surgical Outreach – Lagos Island, Lagos State, Nigeria
  Provided free medical services to underprivileged individuals in local communities as part of a team delivering essential healthcare to those in need.