HAIKA N. NGOWI

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PROFESSIONAL SUMMARY

Accomplished professional with over 6 years of experience working and implementing financial systems. Possess both consulting and industry experience gained from several years of working on financial services projects.

SKILLS, TECHNOLOGY TOOLS AND CERTIFICATIONS

Business Skills:

- SWOT and GAP Analysis
- Agile and SDLC Methodologies.

Programming/Scripting Languages:

- Python, R and SQL

Tools:

- Atlassian Suite
- Advanced Query Tool (AQT)
- Relational Databases (including SQL Server)
- Tableau
- R Studio
- MS Office Suite (Advanced User)
- Testing Tools (including HP Quality Center)

WORK EXPERIENCE

Dicky Smalls Auto Sales LLC **Beltsville, MD**

Business and Service Manager **July 2020 – Present**

- Responsible for all aspects of acquisition of major company equipment, suppliers and vendor contracts; including research, solicitation, negotiation, and verification of compliance.
- Prepare quarterly and annual operation and administrative budgets; process payroll, accounts receivables and payables while tracking and monitoring financials. Also, facilitate the building maintenance activities including utilities, renovation and contract services.
- Manage human resources; hiring, training and on-boarding to coaching and developing existing employees. Remain current on HR laws and conduct performance evaluations; handle dispute resolution and assign tasks to appropriate staff for resolution.
- Delegating and directing service tasks, monitoring the progress of current projects, and managing service team members to ensure the team's objectives, customer retention programs and sales goals are met
- Auditing work and customer service to ensure the company's high standards, efficiency, and productivity goals are met.

LCOR Inc. – Washington DC **January 2020 – June 2020.**

Leasing Consultant

- Reviewed and monitored tenant leases before execution and throughout the lease term for lease duties and tenant defaults by maintaining lease activities in the database and ensuring accuracy of documentation and financial records.
- Proactively prepared for lease audit, performed occupancy cost analysis and maintained operating expenses and accounting information including preparing monthly reports, monitoring rental payments, coordinating tenant alterations and lease amendments.
- Liaised with the leasing manager and the occupants to ensure smooth lease renewal process, timely repairs and maintenance, building facilities were up to standard and easily accessible.

Ameriprise Financial - Minneapolis, MN **November 2018 – December 2019.**

Business/ Financial Analyst Contractor

- Worked on several projects with the main project centered on a HOA lending portfolio conversion to a third-party vendor. The completion of the conversion led to an improvement in departmental efficiency by 18% following increased automated paperwork, reduced organizational errors and improved client engagement to products and services.
- Worked with business, IT, and PM to strategize the best approach to engage nine different vendors for the transitioning of several processes to one main vendor by leading requirements review sessions with internal and external stakeholders to ensure that the software meets business needs.
- Interacted with Subject Matter Experts (SME), Project Managers, Developers, QA Resources and participated in JAD sessions for managing requirements, project definition, resource identifications and to elicit Use Cases, analyzed financial statements and information, economic trends, policies and regulations to establish portfolios and financial projections.
- Created business plan and test plan for the project to ensure deliverables are met, developed Flow Charts, Use Case Process Model and Architectural Design of the application and developed Use Case Specification Document, Requirement Traceability Matrix and translated Business Requirement document into the Functional Requirement Document.

PricewaterhouseCoopers Limited - Dar es Salaam, Tanzania August 2013 – January 2017.
Senior Associate

- Successfully managed a client portfolio of more than 30 clients annually with revenues above $40m in the financial services, oil and gas, mining and customer service sectors specializing in direct tax consulting and compliance.
- Financial statement preparation and analysis in liaison with the audit team and client senior management. In addition, prepared and filed corporate tax computations, payroll taxes, withholding tax, Value Added Tax and other tax documents; conducted due diligence, transfer pricing documentation and consult in client's investment decisions.
- Risk management associate overseeing client full compliance with the laws and regulations and developed reports required by regulating authorities.
- Presented information, analysis, ideas, and positions into a digestible and actionable format to senior management team and participated in strategic financial planning and discussions.

EDUCATION

CHARLTON COLLEGE OF BUSINESS, University of Massachusetts at Dartmouth

Master of Business Administration – Business Analytics August 2018

Appointed member (High Scholastic Achievement) – Beta Gama Sigma

Project: Generated ePortfolio software and training manual in partnership with a faculty member; troubleshoot end user issues, content analysis and developed standards for CCB faculty evaluation.

SAINT AUGUSTINE UNIVERSITY OF TANZANIA - Mwanza, Tanzania

Bachelor of Business Administration November 2012

Vice President - International Association of students in economic and commercial sciences (AIESEC)