

HENRIETTA NDELLEJONG

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PROFESSIONAL PROFILE

- Honors graduate in Data Analytics with a GPA of 4.0 at the Southern Alberta Institute of Technology (SAIT)
- Technically minded professional with over 6 years of experience in process improvement and innovation
- Proficiency in English and French languages
- Excellent organizational and problem-solving skills
- Great team player with the capacity of working with people from various backgrounds
- Outstanding adaptability and flexibility to changes

EDUCATION

Data Analytics Post Diploma Certificate

Awarded 08/2023

Southern Alberta Institute of Technology, Calgary, AB

Core Concepts

- Data exploration, understanding and modeling.
- SQL and Python
- Visualization using Power BI and Tableau
- IBM SPSS Modeler and Cognos
- Microsoft Office Suite

B.Sc. (Hons) in Biochemistry

Awarded 08/2007

University of Buea, Buea, Cameroon

CERTIFICATIONS

AWS Cloud Solution Architect

Awarded 05/2020

PROJECT EXPERIENCE

E-Motors Business Plan

SAIT, Calgary , AB

05/2023 – 08/2023

Leveraging the power of historical data to gain invaluable insights into the business marketing strategy and predict future sales and customer turnover

- Compared pre- and post-COVID business era in revenue and number of customers using data spanning 2018 to June 2023
- Utilized a critical analytical approach to evaluate the impact of their recent marketing campaign
- Investigated the trend of new, returning and referral customers post-COVID
- Utilized historical data to forecast sales for the remaining months in 2023

Level Up Project (Cloud Architect)
Calgary, AB

04/2020 – 05/2020

- Created a working document from an existing automation document in AWS System Manager to meet all system requirements
- Scheduled the maintenance window where patching, driver updates and configurations were to be performed daily at 1am
- Reduced downtime in the environment during the busy hours of the day by making the resources available

WORK EXPERIENCE

Customer Support Associate
Sutherland Global Services, Calgary, AB.

09/2020 – 05/2023

- Responded to 55-70 calls and emails per shift answering product and service questions, solving 95% of their concerns
- Displayed flexibility to adapt to quarterly policy changes and database re-organization
- Attained and exceeded stipulated KPI by 8% for 10 months in a row
- Tracked customer service cases and updated service software with customer information

Data Clerk/Administrative Assistant
ISTAR, Calgary, AB.

08/2017 – 07/2019

- Promoted efficiency among departments with prompt resolution of system issues
- Coordinated data migration and performed quantitative analysis of close to 5000 entries
- Provided primary customer support to internal and external customers
- Demonstrated a high level of initiative and creativity while tackling difficult tasks
- Researched and identified solutions to technical problems
- Patched software and installed new versions to eliminate security problems and protect data.

Data Clerk
Buea Regional Hospital, Buea, Cameroon

07/2011 – 07/2016

- Assisted with the deployment of laboratory software for data analysis
- Maintained laboratory records in the database
- Accurately reported monthly tests statistics to assist hospital administrators with stock levels and yearly forecasts
- Prepared yearly safety reports as the biosafety officer.