

Lindokuhle Lufele *Bi Data Analyst*

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Profile

I am a BI Data Analyst with over 8 years of experience turning data into clear insights that help businesses grow. I love working with data and enjoy collaborating with cross-functional teams to solve complex problems. I'm skilled in creating reports, and dashboards, and improving data processes to make work smoother and more efficient. I use tools like SQL, SSRS, SSIS, Qlik Sense, Visual Studio, and cloud platforms like Redshift and Azure. My focus is on ensuring data is accurate and well-organized.

Technical Skills & Tools

ETL SSIS, PySpark, Apache Airflow	● ● ● ● ●	SQL SSIS, SSRS, SSIS	● ● ● ● ●
Microsoft Excel Advanced: VBA, Macros, Pivot	● ● ● ● ●	Conversational ai Intent training, Machine learning , Chatbot Reporting	● ● ● ● ●
Programming languages: SQL, Python		Data warehousing Kimball, Inmon	● ● ● ● ●
Cloud platforms Redshift Azure, AWS (Redshift, RDS, EC2)	● ● ● ● ●	Data analytics Google Data Analytics, IBM Data Analytics	● ● ● ● ●
Data visualization tools Qlik Sense, SSRS, Power BI, DAX	● ● ● ● ●	Version control Git, Visual Studio code	● ● ● ● ●

Professional Experience

2022 – present Randburg, South Africa	Business Intelligence Analyst <i>CSS Credit Solutions Services (Pty) Limited</i> <ul style="list-style-type: none">• Automated Business Dashboards: I design and develop automated business dashboards for high-profile campaigns like SASSA, Samsung, and Discovery using Power BI, providing real-time insights that drive business growth.• Financial and Automated Reporting: I handle financial and automated reporting, using SSRS and Excel to deliver accurate and timely reports to stakeholders.• Data Quality and Integrity: I identify and resolve data anomalies in real-time, ensuring data accuracy. I also maintain the Abby system by updating and fixing errors in the development environment.• Automated Reporting and Data Management: I write SQL scripts, create stored procedures for automated reporting, manage data fixes, and create databases and ETL processes using SSIS and Visual Studio.• Power BI Management: I manage Power BI workspaces, provide role-level security, and ensure data governance and compliance.• Performance Tracking and KPI Development: I assist in tracking collection performance and create KPI targets to monitor progress effectively.• Legal Document System Reporting: I develop reports for the legal document system and track daily performance, ensuring compliance and operational efficiency.
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2019 – 2022
Randburg, South Africa

MI | BI Analyst
iSON Xperiences Ltd
At Ison Xperiences My key responsibility

- **Campaign Analysis and Reporting:** I worked closely with campaign managers to provide daily reporting and insights on various campaigns, including BMW, Multichoice, Samsung, and Vodacom post and prepaid.
- Extracted data from various sources, including databases, spreadsheets, and external data providers, to support business intelligence and analytics initiatives.
- **Sales Insights and Call Center Metrics:** I created sales insights and measured call center metrics to help drive business growth and improve customer engagement.
- **KPI and Incentive Tracking:** I developed a KPI tracker and incentive tracker that helped to boost call center morale and performance.
- **Qlik Sense Dashboard Creation:** I created Qlik Sense dashboards to provide real-time insights and data visualization for campaign managers and stakeholders.
- **Automated Reporting:** I created reports that were automated and emailed to team leaders and other stakeholders promptly, ensuring that they had the insights they needed to make informed decisions.

2017 – 2019
Randburg, South Africa

MI Analyst
Altron People Solutions

Altron Responsibilities

- **Data Collection and Analysis:** Gather data from multiple sources (databases, CRM systems, call center logs) and analyze it to identify trends, patterns, and opportunities for improvement.
- **Reporting:** Design, develop, and automate reports using tools like Power BI, Excel, and SQL. Create daily, weekly, and monthly reports on key performance indicators (KPIs) such as agent productivity, call volume, customer satisfaction, and financial metrics.
- **Dashboard Creation:** Build interactive dashboards for management to monitor real-time performance metrics, campaign effectiveness, and operational efficiency.
- **Performance Tracking:** Monitor and report on campaign performance, identifying areas for improvement and providing recommendations to optimize processes.
- **Data Integrity:** Ensure data accuracy by cleaning, validating, and maintaining data integrity across all sources.
- **Process Improvement:** Collaborate with cross-functional teams to identify bottlenecks and suggest process improvements based on data insights.
- **Forecasting and Trend Analysis:** Conduct forecasting and predictive analysis to assist in resource planning and performance optimization.
- **Role-level Security:** Manage and maintain role-level security in reporting tools, ensuring that access to data is properly controlled.
- **Stakeholder Communication:** Present insights and data-driven recommendations to senior management, campaign managers, and other stakeholders.

2015 – 2017
Randburg, South Africa

Junior Data analyst
MultiChoice Group
Multichoice Key responsibilities

- **Data Cleaning:** Apply data cleaning techniques to ensure accuracy, consistency, and completeness of the data before analysis.
- **Data Entry:** Input and update data into databases or data warehouses, ensuring it is properly organized and maintained.
- **Basic Data Analysis:** Conduct basic analysis such as summarizing data, identifying trends, and providing insights to help with decision-making processes.

- **Data Validation:** Ensure the accuracy and reliability of data by verifying and validating the data collected or provided.
- **Collaboration:** Work closely with senior analysts and other team members to support ongoing projects and data initiatives.

Education

2021 – present	Bachelor of Computer science <i>University of the people</i> computer science-Final year
2021 – 2021	Project management -Managing Project Risks and Changes
2011 – 2012	Business Management -N4 <i>Westcol</i>
2007 – 2009	Matric <i>kagiso senior secondary School</i>

Courses

Engineering: Undergraduate & Masters Asia Virtual Experience Program

Microsoft

Data Privacy Fundamentals

cognitiveclass

Data Science for Business - Level 1

IBM

Data Analytics Consulting Virtual Internship

Forge

Cloud Core

IBM

Hadoop Foundations - Level 1

IBM

Lean Six Sigma White Belt Certified - v4.0

Management & Strategy Institute

Machine Learning with Python

IBM

SQL and Relational Databases 101

IBM

Python 101 for Data Science

IBM

Power Bi

Udemy

Power Bi-dax

Udemy

Google Data Analytics

Google & Cosera

IBM Cybersecurity Analyst,
IBM

References

Werner Venter, *Head of bi analytics and data science*, Css Solutions
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Naledi Lephotho, *CVM Manager*, MultiChoice Group
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