

Olamilekan Razak Elegbede

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EDUCATION & CERTIFICATION

- **Tableau Desktop Specialist** August 2024
- **Carleton University**
Bachelor of Engineering, Communications and Computer Sept. 2017 - Dec. 2022
 - Graduated: **July 2023**
 - Relevant Courses: Statistics II, Data Management and Processing, Probability and Random Process, Multivariable Calculus

SKILLS

- **Cloud Computing/Infrastructure:** Azure (Data Factory, SQL Databases, Storage Accounts, Analytic Services and Synapse Analytics), AWS (S3, RDS, Athena, Glue, Redshift, Quicksight)
- **Technical Skills/Tools:** Python, Tableau, SQL (MSSQL, MySQL, PostgreSQL), GitHub, Microsoft Office (Excel, Word, PowerPoint, Power BI)
- **Libraries/APIs:** Pandas, NumPy, SciPy, Scikit Learn, Seaborn, Matplotlib, BeautifulSoup, Selenium

RELEVANT EXPERIENCE

- Best Buy Canada** **Ottawa, ON**
Customer Support Supervisor Nov. 2021 – Dec. 2023
- Resolved customer inquiries by communicating solutions in a fast-paced environment through effective listening and understanding of customers' needs, analyzing problems, and delivering clear, actionable solutions resulting in a 90% customer satisfaction rate.
 - Cultivated a customer-centric team by addressing customer complaints in a compassionate, timely manner and using customer feedback to drive better results to boost satisfaction.
 - Organized an operational team of 5-10 members, training members on the standard of operations (SoP), identifying team strengths and weaknesses, and contributing to a \$15,000 -\$30,000 increase in daily sales.
 - Increased sales by 6% across multiple departments by optimizing daily KPIs—revenue, merchandising standards, and inventory health—which led to improved operational efficiency and stronger team performance.
 - Earned recognition and promotion for outstanding customer service in April 2023 for providing over-the-board customer service.
 - Prepared daily business reports to store leaders on department performance, reporting customer complaints and irregularities, and providing actionable insights to identify and resolve future complaints.

- Synapse Technologies** **Ottawa, ON (Remote)**
Data Analyst Intern May 2021 - September 2021
- Collaborated with marketing and sales teams to gather business requirements, conducting regular ad-hoc analysis to improve project delivery time by 10%, resulting in enhanced customer satisfaction and retention through data-driven insights using **SQL**.
 - Collaborated with the data team to develop an end-to-end evaluation dashboard that analyzed workforce data from multiple sources to improve business performance using **Tableau**.
 - Prepared weekly reports to data engineers using **PowerPoint**, presenting findings on dashboard bug fixes and identifying areas for improvement, leading to a reduction in recurring issues and significantly boosting speed and reliability.
 - Developed data models to automate the migration of sensitive Microsoft Excel flat-file to an on-premise SQL Server, which improved data integrity, storage efficiency and retrieval speed by 30% using **Python and SQL**.
 - Spearheaded the employee evaluation surveys with 80% active participation from the team, leading to the successful implementation of new evaluation methods that improved team productivity using **Google Forms**.

APPLIED PROJECTS

- Marketing Analysis - [\[LINK\]](#)** June 2024
- Analyzed 5.7 million trip records to identify seasonal trends and membership metrics, supporting the sales and marketing teams in making informed on targeted marketing and engagement strategies to increase member conversion rate using **Python**.
 - Utilized K-Means clustering algorithm to analyze 850 bike stations to identify 4 distinct clusters, presenting operations teams with actionable insights that guided strategic decisions on infrastructure improvements and station expansion.
- Products Sales Performance Analysis - [\[LINK\]](#)** Feb. 2024
- Conducted exploratory analysis in Python to clean and surface insights on sales trends and SaaS metrics. Used SQL to summarize trends; provided recommendations for the sales and marketing teams focusing on minimizing return rate and offering targeted promotions for low revenue regions.
 - Developed an interactive stakeholder sales dashboard in **Tableau** to evaluate sales performance on month-month sales across different product categories, highlighting key sales performance metrics to facilitate informed decision-making.