Michael Ahana

TORONTO, ON

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PROFILE SUMMARY

Analytical and adaptable professional with a master's in data science and a bachelor's in electrical engineering, blending strong analytical skills with hands-on technical experience in data engineering and analytics. Proficient in building ETL pipelines, dashboards, and data models that drive insights, especially in finance, crypto, and market forecasting. Experienced in leading presentations, stakeholder communication, and cross-functional collaboration through academic research and customer-facing roles. Adept at translating complex data into actionable strategies, with a rare balance of technical expertise and soft skills tailored for today's data-driven business environment.

CORE SKILLS

- G-Suite: Sheets, Looker Studio, Google Drive
- Microsoft office
- Strong Communication & Organizational skills
- ETL
- Python, SQL, Excel
- C++
- Cloud Platforms: AWS (S3, Redshift), Google BigQuery, Azure Data factory
- Data Modeling: Star/Snowflake Schema, Dimensional Modeling
- Big Data Processing: PySpark, Pandas
- Power BI & Dashboard Design
- Microsoft Outlook & Salesforce
- Phone etiquette
- Report Creation & Data Pipelines
- Excellent Communication & Collaboration
- Ethical Data Handling & Confidentiality

EDUCATION

Thompson Rivers University, MS Data Science   2025

Major: Data Science | Focus: Machine Learning & AI Optimization

Afe Babalola University, BENG Electrical Engineering   2022

Major: Electrical and Electronics Engineering | Focus: Power systems & control systems

EXPERIENCE

Aventas – TELUS – *Sales Representative*
Toronto, ON | May 2025 - date

- Use CRM systems daily for lead tracking, appointment setting, and follow-ups in a fast-paced, targets-driven environment.
- Home communication, negotiation, and public-speaking skills through ongoing coaching and pitch presentations.
- Develop and maintain relationships with clients by conducting in-person B2B outreach to promote telecommunications and marketing solutions.
- Collaborate with field managers and attend regular training & leadership developments.

Planet Fitness – *Front desk Associate (Part-Time) Kamloops,*
BC | Sep 2023 – May 2025

- Handled daily CRM updates and inbound customer issues in a high-volume, fast-paced environment.
- Delivered front-line customer service to gym members, handling inquiries, billing issues, and account updates.
- Demonstrated exceptional interpersonal and multitasking skills in a fast-paced environment.
- Mastered professional phone etiquette while managing high-volume inbound and outbound calls.

Seaquest Oil and Exploration Company – *Electrical Engineer*
Port Harcourt, Nigeria | April 2022 – Jul 2023

- Acted as a service team coordinator managing a team of engineering interns for maintenance projects.
- Handled internal scheduling, report tracking, and progress monitoring across multiple engineering tasks.
- Delivered weekly presentations to managing directors on project updates and technical challenges.
- Collaborated cross-functionally to resolve delays, improve workflow, and ensure equipment servicing adhered to safety standards.

PHED (Port Harcourt Electricity Distribution Company) – *Electrical Engineering intern*
Port Harcourt, Nigeria | Feb 2021 – Sep 2021

- Coordinated daily service requests across multiple technical teams and departments.
- Maintained records of maintenance and service schedules using Microsoft Office Suite.
- Communicated effectively with clients and internal teams to ensure smooth dispatch and service execution.
- Assisted with work order tracking, compliance reporting, and operational planning support.
- Conducted diagnostic testing and performance evaluation on distribution transformers to ensure compliance with safety and performance standard before field deployment

CERTIFICATIONS

- Microsoft AI Fundamentals (AI-900)
- Fundamentals of Systems Engineering (Coursera, 2021)
- Google Data Analytics Professional Certificate
- Microsoft Excel Data Analytics Specialist
- Power BI: Data Visualization & Report Design
- QuickBooks: Financial Reporting Essentials
- First Aid Certified