Ahmed Oyeleke

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Professional Summary:
- Microsoft Certified Data and business analyst with over seven years of experience, proficient in data modeling, dashboard design and management.
- Business intelligence – Requirements gathering, Stakeholder relationship management, Agile Project Management.
- Extensive experience with data-driven decision-making tools such as Excel, power BI, Tableau, SQL.
- ETL (Extract, Transform, Load), Reports, Functions, Dashboards, Forecasting.
- Agile project management, end-user training, KPI development and management.
- Multiple industries: Energy, Supply Chain, Finance, Technology, Government.

Highlighted Achievements:
- Implemented metrics to track key performance indicators for strategic business targets leading to 30% reduction in supply chain lead time at ExxonMobil.
- Led operations ERP deployment and rollout for supply chain team (SAP/Oracle) during system changes, overseeing process change review and data management.
- Delivered training to 150+ users on data governance, data quality and importance of data architecture for business goals.
- Developed a Power BI dashboard to visualise data on City of Calgary Compensation from 2019-2023
- Designed and monitored Business Intelligence products (dashboards, ETL pipelines) to improve performance monitoring.
- Change management SME for data-related issues ensuring that changes to business requirements are appropriately reflected in data architecture and BI products.

EXPERIENCE

Data and Business Intelligence Specialist – HGX Services (October 2023 to Present)
- Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan)
- Provide and support the implementation of business solutions by building relationships and partnerships with key stakeholders.
- Oversee design and deployment of databases, data analysis models, and dashboards to track business KPIs.
- Provide guidance on architecture design for business requirements.
- Manage project teams using Agile methodologies.

Taxpayer Support Analyst - Canada Revenue Agency (Nov 2022 to June 2023)
- Provided guidance and support regarding tax-related procedures to taxpayers, demonstrating strong communication and problem-solving skills.
- Researched solutions to taxpayer issues and followed up with issue resolution.
- Responded to urgent and complex accounting enquiries from taxpayers in demanding situations including short timelines and difficult interactions.
- Review trends in taxpayer behaviour and identify areas of improvement using collected data.

Technical Support Analyst - Trilogy (Feb 2022 to September 2022)

- Achieved >90% customer satisfaction by rapidly diagnosing and solving problems for a range of enterprise (On-Prem and SaaS) products, Supply Chain Management tools, CRMs, Mail Servers, Telephony Solutions.
- Improved customer success potential through forecasting and deploying product knowledge bases.
- Slashed average response time by 40% through engagements with stakeholders such as Development and Infrastructure Teams.

Business Analyst (Support and Sales) - Stears (Mar 2020 to Jan 2021)

- Developed and deployed multiple customer success initiatives including product design, user interviews, surveys.
- Provided guidance for data-driven methodologies for sales, marketing, and customer support.
- Developed dashboards to report trends in user behaviour and sales performance.
- Used Google Analytics to monitor web platform and deploy A/B testing.

Supply Chain Business Analyst – ExxonMobil (Nov 2017 to Feb 2020)

- Gathered requirements from multiple stakeholders. Designed and managed dashboards for tracking and reporting performance of logistics teams across multiple locations reporting to a global management audience using Power BI, Microsoft SQL, Tableau, SharePoint.
- Developed and managed performance trackers (dashboards) for key KPIs throughout the supply chain lifecycle, from order placement to materials receipt at warehouse using Microsoft Excel, SharePoint, SAP, Ariba, other ERP and proprietary enterprise planning software. Freight forwarders worked with: Kuehne + Nagel, Agility Project Logistics, DHL, FedEx.
- Delivered "Control Tower" training and support (Global End-to-End materials tracking platform) for >150 end users across various levels included technical and non-technical backgrounds.
- Developed cost-saving business intelligence processes for warehousing, services and logistics procurement, contract administration and spend data analysis, inventory management.

Business Data Analyst – Health Strategy and Delivery Foundation (July 2016 to Oct 2017)

- Designed processes for collecting data from facilities in all states.
- Developed analytical models and tools to support analysis and performance tracking.
- Deployed and managed multiple dashboards intended for different audiences.

EDUCATION/CERTIFICATIONS

Microsoft Certified: Power BI Data Analyst Associate PL-300
Microsoft Certified: Azure Enterprise Data Analyst Associate DP-500
Advanced Google Analytics

Business Intelligence, Data Analysis and Reporting
Southern Alberta Institute of Technology, Calgary, Canada

MPhil Aerospace Engineering
University Of Manchester, England, UK

BEng + MEng Mechanical Engineering
University Of Manchester, England, UK