

Mehret S. Kulala
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PROFILE

- A dynamic and detailed oriented Business Intelligence Analyst with diverse background and expertise
- Over 10 years of experience in managing, supporting and analyzing business operations at management and administrative levels
- Superior customer service and organizational skills, and extensive experience dealing with high pressure situations
- Excellent interpersonal, written, and oral communication skills with strong knowledge of MS Office, including Word, Excel, PowerPoint, Outlook and Microsoft SQL server

PROFESSIONAL EXPERIENCE

Service Source – Nashville, Tennessee

Business intelligence Analyst

November 2016 – Present

- Responsible for gathering raw reports from the client to generate different reports and insights for better decision making
- Perform a weekly data analysis and scrub per the business rules and load into the CRM using ULU
- Maintain iportal (client system) and 1platform to improve data integration
- Generate ad-hoc reports using SQL and Excel to give insight into the business to sales management and client contacts
- Created an improved, more efficient rep/territory alignment process
- Generate monthly client invoice using Excel

Operation Service Specialist

May 2015 - November 2016

- Generate sales quotations and booking package using client-specific database and financial systems
- Validate data integrity of purchase orders and invoices
- Check/ validate data integrity stored on client's database and financial system
- Run quality assurance analysis
- Train team member on new processes

Asurion – Smyrna, Tennessee

Nov 2012- Sep 2014

Lean Line Specialist

- Performed Quality Assurance of finished goods
- Validated raw data's of the finished goods by using DAX system

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- Provide Training for new employees as needed.

Asina Primary School - Addis Ababa, Ethiopia

Sep 2005 – Aug 2011

Founder / Co-owner / Principal/Database Administrator

- Established Asina Primary School with the aim to provide quality and accessible education
- Increased the student population from 40 to 475 in a five-year period by attracting investors to fund the expansion of the school facilities and the curriculum
- Planned and directed educational programs and activities for the 475 students and 27 staff members
- Assisted in installation, configuration, backup, recovery and upgrades of server
- Developed, tested, deployed SQL changes
- Created databases and database objects like tables, views and jobs
- Managed day-to-day operations of database systems
- Actively recruited, trained, and supervised teaching staff
- Developed and implemented programs to encourage student participation in classrooms
- Managed the school's budget and expenditures, including accounts receivables and payables

Addis Asqual Transit & Trading P.L.C. – Addis Ababa, Ethiopia

Jun 2002 – Aug 2005

Executive Administrative Assistant / Data Processor

- Data Entry (Recording company's transactions payments and collections.)
- Contributed through data analysis of the business process
- Planned, organized, and coordinate functions and special events for clients
- Assisted with the preparation of business presentations and bid proposals
- Prepared and edited internal and external letters, faxes, and memos
- Handled incoming and outgoing email on behalf of the General Manager and the Deputy General Manager
- Assisted with the preparation of reports and documents required by tax authorities

EDUCATIONAL SUMMARY

- Business Administration, Unity University College, Addis Ababa, Ethiopia, 2002
- Bachelor of Arts in Management, Unity University College, Addis Ababa, Ethiopia, 2008
- Database Administration, Microsoft Certified Database Administrator, Nashville, Tn, May 2015
- Database Design and Management. Broad Systems International, Alexandria, VA , January 2015

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***Reference is available upon request.**