Naomi Ugwuoke

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SUMMARY OF QUALIFICATIONS

- Dedicated and detail-oriented professional with over 2 years of experience in analyzing business processes, identifying improvement opportunities, and implementing effective solutions acquired through a combination of internships, education, and self-learning.
- Strong analytical skills with a focus on data modelling, analysis, and validation.
- Experience with financial record-keeping, documentation, and inventory management.
- Excellent communication and interpersonal skills, with the ability to translate complex technical concepts into actionable insights.
- Detail-oriented with a focus on problem-solving and continuous improvement.
- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint, Teams, Outlook, etc).

TECHNICAL SKILLS

- **Programming Languages:** Python, Java, C#, SQL, CSS, JS, HTML, PHP
- **Analysis & Automation**: PowerBI, Tableau, Excel
- **Databases & Tools:** SQL Server, Oracle SQL Developer, Git, Visual Studio, WingIDE, Eclipse
- **Frameworks and Methodologies:** Azure, Figma, Agile, Scrum, XP

EXPERIENCE

Database and Analytics Coordinator, Programs and Services
Alzheimer's Society of BC – *Vancouver, BC* | July 2024 – Present

- Monitored workflows and conducted regular data integrity checks to maintain accurate and reliable data records.
- Collaborated cross-functionally with staff and departments to optimize workflows between data entry and reporting, ensuring timely and accurate data submissions aligned with organizational goals.
- Supported special projects by cleaning, consolidating, and preparing datasets from multiple sources for clear presentation to stakeholders.
- Validated and imported data across various platforms, preventing record duplication and ensuring consistent alignment with the Raiser's Edge database.
- Managed and updated Power BI dashboards tracking client and volunteer information, enhancing data visibility and accessibility.
- Created and delivered customized reports for internal stakeholders, translating complex data into actionable insights to support data-driven decision-making.
- Demonstrated agility by adapting to evolving project priorities and demands in a fast-paced, dynamic work environment.
- Led a departmental project introducing practical AI applications to improve workflows.
- Delivered customer service by troubleshooting technical issues for staff delivering virtual programming, and creating clear documentation based on recurring issues.

Volunteer Management - Tech Services
BC Games Society – *Abbotsford, BC* | April 2023 – August 2023

- Resolved technical issues and optimized infrastructure to reduce downtime and improve event performance.
- Coordinated communication between tech volunteers and event staff for smooth technical support delivery.

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Program Assistant
University of the Fraser Valley – *Abbotsford, BC* | September 2021 – April 2023
- Supported planning and execution of events with student groups and faculty, boosting engagement and satisfaction.
- Maintained accurate records and facilitated communication between students and program coordinators.
- Worked independently and collaboratively to meet deadlines and organizational goals.

Desktop Support/ Data Analyst Intern
EggSolutions - Vanderpols Inc. – *Abbotsford, BC* | April 2021 – September 2021
- Analyzed employee productivity data to identify trends, bottlenecks, and opportunities for process improvements, contributing to enhanced workforce efficiency.
- Created comprehensive reports and visualizations to communicate productivity insights and network security overviews to management.
- Conducted data validation and quality assurance to ensure accuracy and integrity of productivity and security datasets.
- Supported network security monitoring by assisting in the collection and analysis of security logs and system performance metrics.
- Collaborated with IT team by providing technical support related to software installation and maintenance, aiding in smooth system operations and security compliance.

EDUCATION

Bachelor of Computer Information Systems
University of the Fraser Valley - *Abbotsford, BC*
- September 2019 - December 2023
- Relevant coursework include: Database Management, Data Structures and Algorithms, Web Programming, Project Management, Data Analysis, Modeling and Design.

Professional Communications Associate Certificate
University of the Fraser Valley - *Abbotsford, BC*
- January 2024 – April 2024

PROJECTS

Data Exploration on Coronavirus
> Analyzed COVID-19 datasets using advanced SQL to uncover key trends in infection rates, deaths, and vaccinations, creating clear visualizations to inform stakeholders.

Cocoon - Grief Support Game
Abbotsford Hospice Society – *Abbotsford, BC* | September 2023 – January 2024
> Collaborated on the development and testing of a Unity-based grief support game for children using C#, contributing to UI/UX design improvements and managing version control with Git to ensure seamless teamwork and quality.

REFERENCES AVAILABLE UPON REQUEST