Nazmus Sakib Sumon

Data Analyst

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Objective

To leverage my experience as a core member of a pioneering Business Process Improvement team within Auxiliary Services, where I have played a vital role in transforming analytics support from a reactive IT function into a proactive, integrated service. I aim to continue enhancing operational efficiency, cross-departmental collaboration, and data-driven decision-making to elevate customer service experiences in higher education environments.

Professional Experience

Data Analyst, Auxiliary Services, University of Georgia   03/2022 - Present

- Led the analytics side of cross-department projects, partnering with teams from instruction, information technology, dining, housing, transportation, and marketing to solve complex problems.
- Created key performance indicators (KPIs) and metrics to evaluate performance for student services and operations and gave the marketing team new insights to guide strategy.
- Worked with Qlik Cloud, PyCharm, SQL Server, and Power BI to handle the full analytics process—from gathering and cleaning data to analyzing it and building interactive dashboards and reports.
- Managed multiple projects across various departments simultaneously by maintaining consistent communication with all stakeholders, ensuring everyone was informed of progress, and expectations.
- Helped introduce platforms like Smartsheet, Qlik, and Power BI to frontline staff across Auxiliary Services and trained them on how to use dashboards to gain insights from their data.

Systems Analyst, Information Services, Odessa College, Texas   09/2020-02/2022

- Developed 30 analytical reports using SQL Server Reporting Services (SSRS) that made access to the data easy for departments like Institutional Effectiveness, HR and Student Success.
- Brought Python into the analytics workflow to improve the accuracy of reports, streamline data processing tasks, and make better use of available data across the institution.

Graduate Assistant, Faculty of Business Studies, University of Toledo, Ohio   08/2018 – 05/2020

- Supported faculty in designing and solving business and data analytics problems for undergraduate courses, contributing to a more practical and hands-on learning experience for students.
- Assisted faculty with early-stage data preparation and exploratory analysis for research projects.
- Helped coordinate and manage large class sections, ensuring smooth day-to-day operations and maintaining strong student engagement throughout the semester.

Skills

Programming Languages: Python, R, SQL, QLIK Script
Visualizations: Power BI, Tableau, SSRS, QLIK Dashboard
Office: Word, Excel (Pivot Table, Power Pivot, Lookups, What-if analysis)
Packages: Pandas, Matplotlib, scikit-learn, ggplot2, seaborn, dplyr, tidyr,

Education

Georgia Institute of Technology (Online)   January 2023 – Ongoing

Masters in Analytics (Ongoing)

The University of Toledo, Ohio   August 2018 - June 2020
MBA in Information Systems.
CGPA 3.54/4.00

The University of Dhaka, Bangladesh   January 2014 - June 2018
BBA in Management Information Systems.
CGPA 3.83/4.00

Recent Works

Biometric Enrollment and Meal Plan Analytics Dashboard
Developed an interactive Qlik dashboard to track the transition from a legacy authentication system to a new biometric handwave enrollment system for dining hall access. The dashboard integrates enrollment data from multiple locations with meal plan records, providing real-time insights into enrollment progress, meal plan adoption, and operator performance. Key metrics include total biometric enrollments, percentage of meal plan holders enrolled, enrollment trends over time, and breakdowns by operator and location. This solution enables dining services and leadership to efficiently monitor and optimize the enrollment process.

IT Asset Windows 11 Upgrade Tracking
Led the development of a tracking system for an organization-wide upgrade from Windows 10 to Windows 11. Integrated multiple datasets, including asset inventories, directory services, and IT service management records, into a centralized analytics platform using SQL and API connections. Developed a data pipeline to merge hardware inventory with user authentication and service management logs, ensuring accurate tracking of upgrade status. Built a dynamic Qlik dashboard that provides real-time insights into device updates, progress monitoring, and estimated completion timelines. Automated reporting processes to enhance visibility for leadership, improve decision-making, and optimize resource allocation for future IT infrastructure initiatives.

Energy Efficiency and Cost Prediction for Cold Storage
Developed a data-driven solution to optimize refrigeration energy consumption for dining and predict future electricity costs for a storage facility. Integrated multiple data sources, including weather API data, electricity rate APIs, and historical utility bills spanning several years. Built predictive models in Qlik Sense to analyze energy usage trends while accounting for weather fluctuations and operational changes. Designed and implemented data pipelines to extract, transform, and visualize electricity consumption, enabling accurate forecasting of utility expenses. Identified inefficiencies in legacy refrigeration units, leading to a data-backed decision to retire older, energy-inefficient systems. Created interactive dashboards for stakeholders to monitor actual versus predicted electricity costs, improving energy efficiency, reducing operational expenses, and providing long-term forecasting insights for budget planning.

Qlik Sense Dashboard for Tracking Student Permit Status Changes
Built a Qlik Sense dashboard to automatically track changes in permit status between different user categories. The system connects live data from SQL Server, filtering information based on the current semester. Users can select date ranges and status types to see who has changed categories. The dashboard provides a clear count of changes and a detailed table showing each ID, its status before and after the change, and the validity dates. This helps quickly identify permit adjustments and ensures accurate records.

Awards, Recognitions, and Involvements

- Certified Tableau Desktop Specialist.
- Received admission for MBA at the University of Toledo, Ohio (2018) with a graduate assistantship offer.
- Achieved third position in BBA based on overall CGPA.
- Secured first full-time job during the peak of the pandemic (September 2020).
- Passionate about medieval European and Asian history.
- Badminton enthusiast.