

OYEKEMI ABIOYE

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AI PROGRAM LEAD

PROFILE SUMMARY

Data Science leader with 7+ years of experience in Financial and Insurance Services, driving end-to-end AI/ML program execution and digital transformation. Expert at translating high-level business objectives into concrete technical roadmaps and scalable, ethical AI solutions. Expertise spans the full AI lifecycle, from identifying strategic opportunities to leading development teams, championing AI Ops best practices, and ensuring governance and regulatory compliance, especially in healthcare and financial environments. My portfolio includes developing a statistical model to compute the odds of indemnity payments for claims with specific events, which informed claims reserves and enhanced the risk evaluation process. I am seeking to provide strategic direction for Accerta's initiatives.

SKILL SUMMARY

- **Data Science & AI:** Machine Learning, NLP, Statistical Modelling, Microsoft 365 Copilot, Anomaly Detection, A/B Testing, Transformers, Python, R, Spark, Databricks, and Azure Machine Learning, MLOps.
- **Data Engineering:** SQL, Neo4j (Graph Database), Azure Data Factory, Data pipeline development & monitoring.
- **Business Intelligence & Visualization:** Power BI (DAX, M), Microsoft Dynamics 365, Tableau.
- **Project Management:** Git, Version Control, Azure DevOps, Strategic Planning, Process & Resource Management, Agile/Scrum framework, Stakeholder Collaboration & Communication, Storytelling.

EDUCATION

Master of Management Analytics (MMA) , Smith School of Business, Queen's University	Jun 2024
Bachelor of Science, Mathematics & Statistics , University of Lagos	Dec 2012

CERTIFICATIONS

Professional Scrum Master (PSM 1) , Scrum.org	Jan 2023
Azure Certified Data Scientist , Microsoft	May 2021

PROFESSIONAL EXPERIENCE

Data Scientist , Healthcare Insurance Reciprocal of Canada (HIROC)	Mar 2023 - Present.
<ul style="list-style-type: none">• Designed the cloud transformation architecture and implementation roadmap, establishing scalable operations essential for future AI/ML initiatives and unstructured data analysis to deliver actionable insights to streamline services.• Led the technical development and deployment of advanced NLP solutions, utilizing Hugging Face's zero-shot learning transformers (LLMs) to detect and classify uncoded claims, resulting in improved operational efficiency.• Championed Data Governance and Ethical AI by serving on the Data Governance committee and partnering with Quality and Data Governance analysts to establish the organization's AI policy, and monitor adherence to regulatory standards such as GDPR, PIPEDA, etc.• Executed data governance protocols for analyzing claims reports, including the automated extraction and removal of PII (Personally Identifiable Information) to guarantee strict data privacy and regulatory compliance, enabling secure, ethical NLP development at scale.• Delivered a comparative statistical analysis of 10K+ policyholders against their underwriting peer groups, uncovering significant behavioural differences utilized for better risk assessment.• Mentor data professionals on the latest analytics techniques and lead reviews to ensure knowledge sharing and high-quality outputs.	
Data Scientist , Sterling Bank Plc	Jul 2018 – Oct 2022
<ul style="list-style-type: none">• Drove the adoption and maturation of MLOps best practices by developing and maintaining robust data pipelines, including monitoring strategies to prevent data and model drift, ensuring the ongoing accuracy and reliability of analytical systems.• Designed and deployed user segmentation and recommendation solutions across retail channels, resulting in significant business impact: >50% increase in user acquisition and a 22% uplift in customer conversion.	

- Led the development of a predictive machine learning model using NLP on call center ticket data to forecast customer complaints, reducing churn by 15% and increasing Net Promoter Score (NPS) by 50% (to 36).
- Developed a critical fraud detection solution that proactively alerts fraud and operations teams to suspicious transactions, enabling timely intervention and prevention of potential loss to the tune of \$0.5M.
- Developed a credit scoring model for a digital loan application product, reducing non-performing loans by 8.5% in the first year.
- Built a real-time Power BI dashboard to monitor key performance indicators (KPIs) and generate alerts for potential non-performing loans. This proactive monitoring reduced bad loans by 15% and provided stakeholders with actionable insights.