

# RICHARD NORUWA

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## Data Analyst

Insight-driven Data Analyst skilled in Excel, SQL, Tableau, Python, and Power BI, with a background in operations and customer fulfillment. Proven problem solver focused on data accuracy, operational efficiency, and process improvement, leveraging data to optimize workflows and support business decisions.

### SKILLS

**Technical:** Excel, Power BI, Python, SQL, Tableau

**Business:** Adaptability, Attention to Detail, Business Acumen, Collaboration, Critical Thinking, Data Accuracy, Operational Efficiency, Problem Solving, Time Management

### WORK EXPERIENCE

#### Home Depot

03/2022 – Present

##### ORDER FULFILLMENT ASSOCIATE

- Tracked and analyzed fulfillment metrics to identify delays and pickup trends, reducing late pickups and improving on-time delivery performance.
- Reviewed order data to optimize truck staging and pickup coordination, increasing fulfillment speed and minimizing operational bottlenecks.
- Coordinated with inventory and front-end teams to resolve discrepancies, resulting in more accurate order picking and greater operational efficiency.
- Proactively managed deadlines and pickup windows, enhancing on-time fulfillment and boosting store performance through improved customer satisfaction.

#### Rite Aid

06/2020 – 08/2021

##### CUSTOMER SERVICE ASSOCIATE

- Assisted customers with purchases, returns, and questions, enhancing the shopping experience and boosting customer satisfaction.
- Maintained organized, well-stocked shelves by efficiently receiving and restocking merchandise, ensuring store readiness
- Recognized by management for professionalism in handling high-volume shifts, ensuring efficient operations, and delivering positive customer experiences.

### EDUCATION

#### Data Analytics Certificate

Course Careers

12/2024

Comprehensive data analytics program focused on practical skills and real-world applications. Core competencies: Excel, SQL, Tableau, Python, Data Visualization, Database Fundamentals, Statistical Analysis, and Business Communication.

#### Bachelor of Arts in Sociology/Anthropology

College of Staten Island (CUNY)

05/2022

## PROJECTS

### **Python- MPG Fuel Efficiency Analysis**

Used Python and Seaborn to analyze fuel economy trends. Found that higher horsepower and vehicle weight reduce MPG, while Japanese cars have consistently outperformed others in fuel efficiency since 1976. Insights support data-driven decisions in automotive design and marketing.- **Python**

### **SQL - Art Trends in Global Museums**

Used advanced SQL queries (joins, subqueries, aggregations) to uncover global art trends across museums. Identified which styles (e.g., Cubism) dominate collections, and which artists are most internationally represented, supporting strategic decisions in curation and cultural research.- **SQL**

### **Excel - Movie Profitability**

Analyzed movie industry financial performance using Excel to identify profitability trends across genres and ratings. Adjusted gross revenue for inflation using CPI data and lookup functions to reflect 2023-dollar values. Built comprehensive visualizations and calculated gross-to-budget ratios to assess ROI across different categories. Leveraged pivot tables, advanced formulas, and filters to prepare and explore the dataset. Identified that family and horror films with higher ratings consistently yielded the highest returns, providing strategic insights for investment decisions. - **Excel**

### **Power BI - Adventure Works Sales & Profit Dashboard**

Built a comprehensive Power BI dashboard analyzing sales performance, profit margins, and customer segmentation for strategic decision-making. Utilized advanced data modeling and DAX calculations to create dynamic insights into top-performing products and regional sales trends. Improved business visibility into key profit drivers and provided actionable analytics to support targeted sales growth initiatives.- **Power BI**

### **Tableau - COVID-19 Impact on Food Consumption Trends**

Analyzed 2019–2021 food consumption trends during COVID-19, identifying behavioral changes such as increased home cooking and food delivery demand. Enabled businesses to adapt operations and marketing strategies amid a 13.63% rise in food prices. Developed interactive Tableau dashboards covering 20 food sub-categories to support data-driven decision-making.- **Tableau**