SARAH NTIFU

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PROFESSIONAL SUMMARY

Analytical and detail-driven Junior Data Analyst with hands-on experience in transforming complex data into actionable insights. Proficient in Power BI, SQL, Excel, and Google Sheets with a strong foundation in data cleaning, visualization, and reporting. Skilled in building dynamic dashboards, performing exploratory data analysis (EDA), and presenting findings that support decision-making. Adept at leveraging a background in IT support and database management to ensure data integrity and optimize workflows. Currently completing the IBM Data Analyst Certificate to deepen technical expertise.

TECHNICAL SKILLS

- **Data Analysis & BI Tools:** Power BI (DAX, Power Query), Microsoft Excel (Pivot Tables, Charts), Google Sheets
- **Database & Query Languages:** SQL, MySQL, Microsoft Access
- **Automation & Scripting:** Power Query, Power Automate
- **IT Tools:** Active Directory, Microsoft 365, Remote Desktop
- **Soft Skills:** Critical Thinking, Data-Driven Communication, Team Collaboration

DATA PROJECTS

Student Academic Performance Analysis – Power BI Desktop

Portfolio Project

- Analyzed student outcomes to measure the impact of tutoring and extracurricular activities across U.S. school districts.
- Cleaned and modeled datasets using Power Query; applied DAX to calculate average scores and grade-level trends.
- Built an interactive report with slicers, performance metrics, and drill-through filters for actionable insights.

Tools: Power BI, Power Query, DAX, CSV files

Netflix Content Analysis – Google Sheets

Portfolio Project

- Analyzed 8,000+ rows of Netflix data to identify trends in genre, release year, and global distribution.
- Used pivot tables and charts to automate insights and compare content types (TV vs Movies).
- Designed a dynamic dashboard for audience engagement and presentation.

Tools: Google Sheets, Pivot Tables, Data Cleaning

PROFESSIONAL EXPERIENCE

Soccer Analytics Assistant (Data Analyst Function)

Navarro College & University of Maine at Augusta | Jan 2023 – Mar 2025

- Tracked player performance metrics and attendance data to support coaching strategies.
- Created Excel dashboards to visualize team trends, training impact, and match outcomes.
- Delivered weekly data summaries that influenced rotation decisions and game plans.

Tools: Excel, Google Sheets

IT Support Specialist

Health Affiliates Maine | Nov 2021 – Jan 2023

- Delivered Tier 1 & 2 support to 100+ users, maintaining hardware/software performance and remote access reliability.
- Resolved issues across Microsoft 365, Active Directory, and ticketing systems, achieving a 95% resolution rate within SLA.
- Documented technical workflows to improve support consistency across teams.

Project: Employee Onboarding Automation (Apr–Jun 2022)
- Designed and implemented a Power Automate workflow that streamlined onboarding by automatically updating Active Directory, assigning departments, and syncing HR records.
- Reduced manual data entry by 80% and cut onboarding time for new hires by 50%.
- Delivered a scalable automation framework used for all new employee intake processes.

Tools: Microsoft 365, Active Directory, Remote Desktop, Power Automate

Database Administrator
IntWork LLC | Feb 2020 – Oct 2021
- Managed database cleaning, migration, and reporting using SQL and MySQL across internal systems.
- Developed and executed SQL queries for reporting and compliance monitoring, reducing manual data prep by 30%.
- Ensured data integrity across HR, CRM, and operations platforms through routine audits and optimization.

Project: ATS Migration Initiative (Feb–Jun 2021)
- Led end-to-end data operations for migrating an Applicant Tracking System (ATS), improving recruitment workflow speed and data accuracy.
- Extracted, cleaned, and validated candidate data, ensuring zero data loss during the transition.
- Collaborated with HR and IT to test system logic, resolve migration challenges, and train users - resulting in a 25% faster hiring process and improved recruiter experience.

Tools: SQL, MySQL, Microsoft Access

Data Analyst
Ghana Broadcasting Corporation | Jul 2016 – Aug 2018
- Analyzed audience data to evaluate program engagement and inform broadcast decisions.
- Automated Excel dashboards to track KPIs and shorten report cycles by 40%.

Tools: Excel, Access

EDUCATION
M.S. in Information Systems, University of Maine – Dec 2023
A.A.S. in Cybersecurity, Southern Maine Community College – May 2022
B.S. in Computer Applications, University of Maine at Fort Kent – Aug 2021
A.S. in Computer Info Systems (Coursework), Cochise College – Dec 2019
A.S. in Accountancy, Takoradi Technical University, Ghana – Jun 2017

CERTIFICATIONS
- IBM Data Analyst Professional Certificate (in progress)
- Power BI (Self-Taught via Portfolio Work)

LINKS
- Portfolio: GitHub.com/SarahEstellNtifu
- LinkedIn: LinkedIn.com/in/sarahestellntifu