SARAH NTIFU

Columbus, OH 43228 | (520) 368-4275 | SarahestellNtifu@gmail.com | LinkedIn.com/in/sarahestellNtifu
Github.com/SarahEstellNtifu

PROFESSIONAL SUMMARY

Data Analyst with strong technical expertise in SQL, Power BI, Excel, and Google Sheets, combined with hands-on experience in data modeling, visualization, and analysis. Proven ability to clean, transform, and analyze large datasets to generate actionable insights. Background in IT support and database management enhances ability to troubleshoot data issues and optimize systems. Adept at building interactive dashboards, developing KPIs, and supporting strategic business decisions with compelling data stories

TECHNICAL SKILLS

- **Data Visualization & BI Tools:** Power BI (DAX, Power Query), Google Sheets, Microsoft Excel (Pivot Tables, Charts)
- **Databases Technologies:** SQL, MySQL, Microsoft Access
- **Data Engineering & Automation:** Power Automate, Power Query
- **IT Support & Systems:** Active Directory, Microsoft 365, Troubleshooting, Remote Support
- **Soft Skills:** Critical Thinking, Fast Learner, Team-Oriented, Excellent Communicator

PORTFOLIO PROJECTS

Student Academic Performance Analysis – *Power BI Desktop*
Designed and published an interactive report analyzing the impact of tutoring and extracurricular activities on academic performance across U.S. districts.

- *Cleaned and modeled multi-source datasets (CSV format) using Power Query*
- *Built dynamic visuals including slicers, filters, KPIs, and performance trends*
- *Utilized DAX to calculate average scores, participation effects, and grade-level comparisons*
  ***Tools:** Power BI, Power Query, DAX, Data Modeling*

Netflix Content Dashboard – *Google Sheets*
Created a detailed dashboard from 8,000+ rows of Netflix data to identify trends in genre, release year, and geography.

- *Applied filters, pivot tables, and visual charts to summarize insights*
- *Automated format comparisons (Movies vs TV Shows), content growth analysis*
  ***Tools:** Google Sheets, Pivot Tables, Data Cleaning, Charting*

PROFESSIONAL EXPERIENCE

Data Analyst
Ghana Broadcasting Corporation | Jul 2016 – Aug 2018

- Extracted and analyzed audience data to measure program engagement across platforms
- Developed Excel dashboards to track KPIs and inform content strategy
- Automated weekly reports, improving delivery time by 40%
  Tools: Microsoft Excel, Microsoft Access

IT Support Specialist
Health Affiliates Maine | Nov 2021 – Jan 2023

- Delivered Tier 1 & 2 technical support to 100+ end users across hardware and software systems

- Maintained system uptime, provided remote troubleshooting, and documented solutions
Tools: Active Directory, Microsoft 365, Remote Desktop, Ticketing Systems

Database Administrator
IntWork LLC | Feb 2020 – Oct 2021

- Performed data cleaning, migration, and reporting using SQL/MySQL
- Ensured data integrity across internal systems and enhanced reporting workflows
Tools: SQL, MySQL, Microsoft Access

Soccer Analytics Coordinator (Analyst Role)
Navarro College & University of Maine at Augusta | Jan 2023 – Mar 2025

- Captured and analyzed player performance metrics using Excel dashboards
- Supported coaching decisions through data trends and participation tracking
Tools: Microsoft Excel, Google Sheets

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. Coursework in Computer Information Systems
Cochise College | Dec 2019

A.S. in Accountancy
Takoradi Technical University (Ghana) | Jun 2017

CERTIFICATIONS

- IBM Data Analyst Professional Certificate (in progress)

LANGUAGES

- English: Fluent

REFERENCES

Available upon request