

DAVID-AUREL DJAKO

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WEBSITES, PORTFOLIOS, PROFILES

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PROFESSIONAL SUMMARY

Data analyst with experience in analyzing and interpreting complex data sets, driving data-driven decisions, and creating insightful reports. Proficient in data visualization, statistical analysis, and programming languages such as SQL, R script and JavaScript. Passionate about using data to solve complex business problems and drive growth.

SKILLS

- Communication Skills
- Data Modelling
- Data analysis: SQL, Excel
- Data visualization: Power BI
- Critical thinking
- Computer Networking: AD DS
- Statistical analysis: R, SPSS
- Machine learning: Java
- Attention to detail
- Database management: MySQL, MS Visio
- Data Governance

EDUCATION

12/2022

Bachelor of Science: Business Computer Information Systems
University of North Texas Denton, TX

CERTIFICATIONS

- SQL essential training 03/2023
- Microsoft certified: Excel Specialist 02/2021
- International Baccalaureate Bilingual Diploma 06/2018

WORK HISTORY

03/2023 to Present

Database Administrator

WSDA Music Management (Project) – Remote

- Performed data reconciliation procedures to confirm completeness of data extract
- Queried database using SQL syntax for data validation and profiling
- Identified discrepancies in customer purchase records using advanced aggregate functions and table views
- Interpreted query results to pinpoint evidence of suspicious customer records linked to discrepancy in the company's financials
- Ensured the delivery of project met the client and company's expectations and needs

06/2022 to 02/2023

Data Entry Specialist / Office Assistant

CarMax – Dallas, TX

- Developed required policies and procedures that reflected actual goals, tasks and workflows, while meeting all regulatory compliance requirements

- Assisted the technical support personnel by servicing network server equipment for prompt resumption of business operation activities
- Completed and reviewed a grand total of **2600** car titles and supporting documents from every single state with **98%** accuracy
- Designed and implemented tools to support strategic value chain optimization initiatives
- Developed data models to support business decisions and identified opportunities for process improvements
- Answered an average of **20+** phone calls daily to assist customers or CarMax employees from different locations who required technical support
- Ensured the delivery of services met the client's and company's expectations and needs
- Conducted statistical analysis of customer behavior and identified key drivers of customer satisfaction, resulting in **100%** increase in customer satisfaction score

03/2021 to 06/2022

Business Analyst

Mahogany Lodge – Abidjan, CI

- Gathered and analyzed data to identify opportunities for improvements which attracted a greater number of customers
- Designed and developed charts, activity diagrams and ranking tables to analyze and compare current marketing and business strategies to more efficient strategies
- Documented problems with the current database and designed an Entity Relationship Diagram for a more structured database
- Created structured tables in the database using SQL syntax in the Microsoft SQL Server Management Studio (SSMS)
- Partnered with the software engineering team to design a mobile application to better assist customers, resulting in a higher satisfaction rate
- Worked with marketing team to optimize email campaigns and improve customer engagement, resulting in **30%** increase in click-through rates

01/2019 to 02/2021

Lead Data Analyst

Kiva Loans – Dallas, TX

- Developed required policies and procedures that reflected actual goals, tasks and workflows, while meeting all regulatory compliance requirements.
- Gathered and prepared datasets with over **1,500** observations for partitioning and analysis using **R script**
- Deployed predictive analytics models to forecast future trends
- Designed and implemented tools to support strategic value chain optimization initiatives
- Created automated reports using Excel, resulting in time savings of **10** hours per week.
- Presented the underwriting team with a logistic regression model with **95%** accuracy which helped in determining important factors for loan approvals