

# OGHENETEGA OGHOGHO

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## Professional Summary

I am an experienced data professional and leader with 5+ years of turning data into clear, actionable insights that drive business impact. Skilled in SQL, Python, and data visualization tools such as Tableau, Looker Studio, and Periscope (Sisense) for dashboard development, KPI design, and performance tracking. I have a proven track record in enhancing debt recovery processes, conducting A/B testing, and ensuring policy adherence compliance. I value clarity, collaboration, and curiosity, and I'm passionate about using data to solve real problems and support smarter decisions at scale.

## Competencies

- A/B Testing & Experimentation
- Data Analysis
- Visualization - Tableau, SISENSE, Power BI, and Mix panel
- Dataform & ETL Pipelines (BigQuery, SFTP)
- GCP - Google Big Query
- Microsoft Excel, Google Sheets
- Monte Carlo Observability Tool
- Process Improvement
- Project tools - Jira, Confluence, Trello
- Python - Pandas, NumPy, Causal Impact, FB Prophet libraries
- SQL - PostgreSQL, MySQL, SQL Server
- Strong Written and Verbal Communication.

## Work History

### OVO Energy, London - United Kingdom

#### PAYGO Data Analyst

April 2024 - Present

- Led the end-to-end design and implementation of the data journey for OVO's Self-Disconnection process, ensuring full compliance with Office of Gas and Electricity Markets (OFGEM) policies.
- Created ML models to classify customer behavior for the self-disconnection process, ensuring policy adherence and licensing compliant.
- Built and maintained dynamic dashboards in Looker Studio to monitor key customer journeys, policy controls, and business processes, enabling data-driven decision-making across teams.
- Automated SQL workflows using Dataform, streamlining ETL pipelines and improving data transformation efficiency by 40%.
- Implemented Monte Carlo simulation models to enhance data observability, leading to a 15% improvement in forecasting data downtimes and reducing operational risk in the self-disconnection process.

#### Product Data Analyst

June 2023 - March 2024

- Collaborated with cross functional teams in the Payments, FinOps and Collections Data Tech teams to define and analyze KPIs and lead indicators, enabling a deep understanding of under/over performance drivers, resulting in actionable insights that contributed to improvement in operational efficiency of a new collections management system.
- Built and Maintained ELT pipelines from SFTP to Big Query (GCP) for data transformation into Tableau for analysis, visualizations and business decision making focusing primarily on OVO's 'Pay Monthly' customer base.
- Conducted in-depth ad-hoc analyses to identify and define customer sub-segments. Insights from these analyses directly informed targeted strategies across the value stream, improving personalization and operational focus.

### Branch International Financial Services, San Francisco - USA

#### Debt Analyst, Loan Servicing & Collections Team

April 2021 - June 2023

- Developed and designed SQL and performance dashboards on Periscope (SISENSE) to monitor bad debt behaviour, loan performance, and loan recoveries.
- Established Key Performance Indicators (KPIs) to assess and evaluate business performance against objectives, resulting in over 11% increase in quarterly recoveries.
- Conducted quality assurance evaluations and training for recovery/collection agencies to optimize collection processes, resulting in improved recoveries and quality assurance performance.

- Led cross-functional teams to deliver customer solutions on time and in full, coordinating with stakeholders across departments.
- Developed and executed A/B experiments to improve recoveries, resulting in a significant \$1.5M increase.
- Improved reconciliation models and implemented process enhancements that reduced commission costs by 10% and increased recoveries by 16%.

#### **Data Analyst, Loan Origination Team**

September 2019 – March 2021

- Developed and designed SQL scripts and performance dashboards on Periscope (SISENSE) to monitor credit behaviour patterns, and loan performance.
- Analyzed credit behavior using SQL to identify patterns predictive of delinquency and fraud, leading to early intervention strategies.
- Utilized data analysis techniques to identify, analyze, and interpret trends and patterns indicative of potential fraud and successfully implemented solutions to prevent such occurrences.
- Evaluated and approved loans within predetermined limits, ensuring compliance with established policies and procedures.
- Conducted workflow process analysis, identified areas for improvement, and recommended actionable solutions to optimize efficiency.
- Designed, reviewed, and updated loan review and repayment documentation to maintain compliance with regulatory requirements and mitigate risk.

#### **Career Break: Leadership Training and Course Facilitation, Cambridge International Education (CIE) Greensprings School Lekki**

August 2018 – August 2019

#### **Analyst**

February 2016 – August 2018

#### **ABI Alchemy Business Intelligence**

- Engaged business representatives to gain insights into current processes and anticipated future requirements.
- Built financial models and dashboards using Excel and Power BI to recover over \$3M in excess banking charges.
- Analyzed bank statements and facility agreements, and prepared comprehensive reports documenting findings towards the recovery of excess charges.
- Participated in audit and compliance reviews, and implemented corrective actions as needed to address findings.
- Created and delivered presentations to senior leadership and stakeholders to provide updates on project progress and to communicate key findings and recommendations.

#### **Education & Learning**

##### **B.Sc. Industrial Mathematics**

2015

University of Benin

**Modules include:** statistical analysis, operation research, mathematical methodology

##### **Business Data Analytics & Intelligence with Python**

2024

Udemy: [Certificate](#)

##### **Understanding GDPR**

April 2023

DataCamp: [Certificate](#)

##### **SQL (Advanced)**

April 2023

HackerRank: [Certificate](#)

#### **Volunteering & Leadership**

Volunteer Consultant at Gloed.co – Training aspiring analysts in SQL and data analysis.

**Referees** – Available upon request.