Ulu Ann Ajike

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Professional Summary

A results-oriented Data Analyst with a robust background in data analytics, data governance, machine learning, and data storytelling. Passionate about transforming raw data into actionable insights, I excel at uncovering opportunities that drive business growth.

My experience as a Business Intelligence Analyst at one of Nigeria's largest FMCG companies has honed my skills in creating interactive dashboards and reports that inform strategic decision-making. My role in data governance and quality management at one of Africa's most reputable banks ensures that data remains reliable, accurate, and optimized for successful outcomes.

With a proven track record of working with complex datasets, developing predictive models, and delivering high-impact solutions, I support strategic decision-making at all levels. I am committed to continuous learning, and I regularly share data tips and insights on LinkedIn and Medium to empower others in the field.

Technical Skills

Data Analytics
Machine Learning
Structured Query Language (SQL)
Python
Data Governance and quality management
Business Intelligence
Azure Cloud Computing
Data Visualization
Data Storytelling

Toolkits

Python, Jupiter Notebook, Visual Studio Code, Power Bi, Tableau, Spreadsheets (MS Excel), SQL, Pandas, Matplotlib, Seaborn, Numpy, Machine Learning – Scikit-learn, Azure, Power Platforms - Power Automate, Power Virtual Agents, SAP S/4 HANA, Oracle Master Data Management (MDM), Javascript

Soft Skills

Critical thinking, problem solving, communication, collaboration, continuous learning, technical writing

Work Experiences

October till date   Data Governance and Quality Management Analyst
             FirstBank, Nigeria – Lagos Island   **Nigeria**

- A primary Data Steward for Master Data management (MDM) project, overseeing data quality and consistency across all First Bank branches
- Supported data cleansing and validation efforts, addressing discrepancies and ensuring that master data meets quality benchmarks before integration to Finnacle.
- Assisted in tracking MDM metrics, identifying trends, and contributing to ongoing improvements.
- Established and maintained data governance frameworks to ensure data integrity, accuracy, and consistency across all business units.
- Managed and maintained an enterprise data catalog, improving data discoverability and usability across the organization.
- Created and implemented comprehensive SOPs for data management processes

Accomplishment
- Assisted in creating weekly report tracker in Power Bi for monitoring KPI metrics related to MDM.
- Implemented a comprehensive data ethics framework for the bank, ensuring responsible data use and adherence to ethical standards.
- Addressed and resolved numerous Customer Information File (CIF) merging issues, significantly improving data accuracy and integrity within the MDM system.

Jan - Oct 2023   Business Intelligence Developer
                Seven-Up Bottling Company   **Lagos, Nigeria**
- Designed and developed business intelligence solutions to meet organizational needs, including interactive dashboards and detailed reports using Microsoft Power BI.
- Optimized Power BI reports, reducing load times by 97%, which enhanced user experience and efficiency in data access.
- Managed and integrated data from SQL databases, ensuring data accuracy and consistency for BI reports.
- Analyzed key performance indicators (KPIs) and business metrics to deliver insights that drive business growth.
- Provided training and support to end-users on BI tools and reports, enhancing their ability to leverage data for decision-making.
- Worked closely with business stakeholders to gather requirements, understand their needs, and deliver tailored BI solutions.

Accomplishment
- Built several dashboards tailored to the needs of various stakeholders, providing actionable insights and supporting strategic decision-making.
- Reduced Power Bi report load times by 70% thereby enhancing user experiences.
- Delivered custom reporting solutions that addressed specific business challenges, leading to a 15% increase in sales performance tracking accuracy.
- Delivered custom reporting solutions that addressed specific business challenges, leading to a 15% increase in operational efficiency.

Jan 2021 – Dec 2022   **E-Learning Coordinator/Data Analyst**
                The Chartered Institute of Taxation of Nigeria   **Lagos, Nigeria**
- Coordinated the development, implementation, and maintenance of e-learning platforms, ensuring they met the educational needs of members and stakeholders.
- Analyzed e-learning usage data and learner performance metrics to assess program effectiveness and identify areas for improvement.
- Monitored and evaluated the effectiveness of e-learning programs using key performance indicators (KPIs), providing insights to enhance learning outcomes.

- Created detailed reports and visualizations to present e-learning statistics, user engagement data, and performance trends to stakeholders.
- Worked with educational and administrative staff to align e-learning strategies with organizational goals and member needs.

Accomplishment
- Conducted training sessions for staff and members on how to use the e-learning platform effectively, fostering a culture of continuous learning.
- Reduced Power Bi report load times by 97% thereby enhancing user experiences.
- Successfully increased user engagement by 35% through the introduction of interactive learning modules and personalized learning paths, leading to improved learner outcomes.
- Led a content review and optimization project that reduced course drop-off rates by 20%, resulting in higher course completion rates and member satisfaction.

2016-10 – 2017-08   **Industrial Training (Information Technology Department)**
                    Digital Bridge Institute, Lagos State   **Nigeria**

- Assisted in the documentation of IT processes, procedures, and configurations to support knowledge sharing and continuity within the department.
- Gained hands-on experience in various IT functions, including networking, system administration, and user support, enhancing technical skills and industry knowledge.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Conducted software installations and configurations on user workstations, ensuring compatibility and optimal performance.
- Assisted in managing and organizing digital files, ensuring that data was properly stored, backed up, and accessible to authorized personnel.

2019-10 - 2020-10   **Corps Member (National Youth Service Coprs)**
                    Divine Grace School, Saki-East, Oyo State   **Nigeria**
- Lead programs on citizenship, community support and volunteerism.
- Trained and developed students' skills in word-processing, spreadsheet and database programs.
- Tutored students in computer studies and carried out various practical work to improve the students' knowledge in computing.
- Processed software and hardware by coordinating user setups, installations and upgrades.
- Facilitated computer lab of thirty (30) people and designed appropriate and specialized lesson plans.
- Assisted internal staff with technical needs to maximize efficiency and team productivity.
- Ensuring safe distribution of take-home rations during Covid-19.

Education

2014-09 – 2018-08   **Bachelor of Science: Computer Science – First Class Honours**
                    Michael Okpara University of Agriculture, Umudike – Abia State
Educational Highlights: Expert System and Artificial Intelligence, Database Management System, Data Communication and Compute Networks, Data structure and Algorithms, Object-Oriented Programming (OOP), Statistics for Engineering and Physical Science, System Modeling and Simulation
Project: An automated medical scheduling and tracking system

2006-01 – 2012-08   **Certificate Obtained: Senior Secondary Certificate Examination**
                    Florin International School, Ejigbo, Lagos State
2000-01 – 2005 08   **First School Leaving Certificate Examination**

Kemmic Primary School, Orisunbare, Lagos State

Trainings and Certifications

2024	**DataCamp scholarship**
	Issued by Ingressive for Good
	Certifications: Python for Data Science, SQL – Intermediate and advanced level, Intermediate Data Modeling in Power Bi
2024	**Coursera**
	Supervised Machine Learning: Regression and Classification by DeepLearning.ai
	Data Analysis and Visualization with Power BI
	Excel Fundamentals for Data Analysis
2023Oct – Feb2024	**Elev8 Tech Training**
	Courtesy: FirstBank Nigeria
	Data Science Solution with Azure, Data product development, Artificial Intelligence, Machine Learning and Nueral Computing, ITSM, Python Essentials, Power Bi, Advanced Excel
2023	**Strategy House Limited**
	Stakeholder Relationship Management Training
2023	**Microsoft Certified:**
	Azure Fundamentals' (AZ-900) – Demonstrated proficiency in cloud computing
2021	**Cisco Academy**
	Introduction to IOT
	Networking Essentials

Projects

- Performance Analysis and Comparison of Machine Learning and Deep Learning Algorithms for Bank Data, and the Roles of LLMs in the Banking Sector.
- Machine Learning - Develop a robust classification model that can help banks predict credit card customer churn
- Streamlining Traffic Flow with Azure AI
- Other projects that cut across data analytics and machine learning are on my github – **github.com/ann-ulu**

Volunteer Job and Leadership

2023 Till Date   **Web manager** – Roverx360 Consulting

Interests

Writing – medium account: **medium.com/@annulu** , Reading

Languages: English: Native

Qualities: Ability to work unsupervised, Fast learner with creativity, updating knowledge via studying, listening and observation

References: References available on request