Josephine Boampong

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EDUCATION

Brandeis International Business School   **Waltham, MA**
Candidate for Master of Science in Business Analytics (STEM-Designated)   08/2024 – 12/2025
Fall Coursework: Analyzing Big Data I, Python and its Application to Business Analytics, Marketing Analytics

University of Ghana   **Accra, Ghana**
Bachelor of Science in Statistics   10/2017 - 09/2021
Relevant Coursework: Data Analysis I, Calculus, Linear Algebra, Regression Analysis

TECHNICAL SKILLS

Programming Languages: Python, SQL, R
Computer Software: Advanced Microsoft Excel, Power BI, JIRA, VBA, JBloader (ETL), Google Apps, Zoom
Analytics: Hypothesis testing, Correlation & Regression Analysis, Data Warehousing, Data Visualization, Data Mining

WORK EXPERIENCE

Consolidated Bank Ghana   **Accra, Ghana**
Data Analyst   01/2023 – 07/2024

- Engineered and constructed SQL data warehouse models, database schemas and tables, to ensure referential integrity and efficient retrieval of data for analysis
- Created, implemented and tracked Extract, Transform, Load (E.T.L) pipelines schedules from multiple data sources yielding to 100% success rate with respect to data integrity
- Devised customized user-friendly tools using Excel VBA, customized to meet specific needs of Credit and Finance teams, delivered weekly and monthly insights into customer account activities
- Developed interactive dashboards of trade transactions in Microsoft Power BI for Business Banking customers, streamlining trade tracking, and fostering business growth opportunities
- Drove revenue growth by 12% by acquiring 10 new customers, leading to the establishment of 14 high-value accounts in the company's strategic initiative to expand the customer base
- Fostered a team environment that welcomed all suggestions without judgment resulting in a company-wide morale lift and 37% annual profit growth

National Service – **IT Support Personnel**   11/2021 – 12/2022

- Provided technical assistance for software, hardware, and network connectivity issues, including VPN access and software installations, ensuring smooth operation for over 200 bank staff members.
- Actively handled confidential information pertaining to employee accounts and systems, adhering to strict data protection policies to ensure information security.
- Utilized platforms and tools such as Gmail, Outlook, Microsoft Teams and Zoom to assist staff with application usage and troubleshooting, improving daily workflow and communication.
- Gained proficiency in adapting quickly to new systems, implementing software installations and configuring systems to meet specific departmental needs, reflecting strong technological aptitude.
- Demonstrated multitasking abilities by managing simultaneous technical issues, ensuring minimal downtime and system disruptions while coordinating with multiple teams.

Star Assurance Company   **Kumasi, Ghana**
Insurance Agent Assistant   06/2016 - 11/2016

- Met sales target of GHS6,000 per month by ensuring prompt issuance of stickers for both third-party and comprehensive coverage and stimulating customer satisfaction
- Inspected daily and weekly cash records, ensuring 100% accuracy in cash balance: coaching new recruits on handling cash register and issuing receipts
- Prioritized calendars based on urgency and importance for 2 executives including scheduling internal and external meetings with tools like Microsoft to-do list and Outlook

ACTIVITIES/SKILLS

Activities: Mpaebofie Global Ministry Church (Financial Secretary, Youth Mentor to kids below 15, Choir Leader, 2021-2024)
Volunteer: Donation at Perfect Peace Foundation (Secretary and Organizer, 2016)
Languages: English (Fluent), Twi (Native)