
David Mutikainen

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Resourceful analyst with 6 years of administrative and operational experience. Experience in client support, onboarding new clients, billing, and reporting. Proficient in Excel, PowerPoint and SQL, with experience using Salesforce. Recognized with a peer-nominated award for community contributions. Flexible, eager to learn and has the ability to learn quickly, making it easy to take on new tasks and provide value to a team in multiple ways.

EDUCATION

Bachelor of Business Administration (BBA) in Marketing

Algoma University • Sault Ste. Marie • Apr 2018

AWARDS & SCHOLARSHIPS

EPL Community Award • Dec 2021

Brightly Software (formerly EPL - Energy Profiles Limited)

WORK EXPERIENCE

Operations Analyst

TrueOps • Sep 2024 - Present

- Recovered \$60K for clients within 3 months by leveraging AI to design and deploy a VBA-driven operation, reducing internal employee workload by over 50%.
- Developed a dashboard within 3 months, leveraging Google Sheets to streamline reporting processes and improve visibility of operational performance.
- Enabled seamless operational continuity by developing a comprehensive SOP with instructional videos, allowing colleagues to independently manage operations.

Data Integrity Analyst

Brightly Software (formerly EPL) • Jul 2019 - Dec 2023

- Served as the Client Contact for two large clients. Responsible for providing client satisfaction by independently and collaboratively handling various issues, including platform support, billing support, data entry and other ad hoc requests.
- Managed a team of analysts utilizing OCR software and proprietary internal tools for data capture and validation.
- Responsible for advanced utility accounting tasks, including variance analysis of utility accounts, loading energy market rates and energy data analysis and validation.
- Responsible for creating and maintaining proper documentation of tickets and internal processes using Salesforce and other internal tools.

Payroll Compliance Analyst

Ontario Lottery and Gaming Corp (OLG) • Apr 2017 - Dec 2018

- Responsible for processing data necessary to initiate and maintain accurate payment of wages, special payments, and reimbursements, and general deductions.
- Analyzing multiple audits and conducting extensive validation to ensure adherence with controls, policies, collective agreements, and government regulations.