

GANDHI SAKYI

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SUMMARY

Results-oriented professional with a decade of experience in database management, programming, and data mining. Demonstrated ability to leverage AI to transform complex data into actionable insights, driving targeted marketing strategies. Adept at enhancing customer engagement and maximizing ROI through strategic use of AI. Offers a unique blend of technical expertise and a passion for harnessing AI to boost business performance.

EXPERIENCE

Strategic Solutions Architect | Storm's Over Resource Consults Ltd | Kampala, Uganda | April 2017 - Present

- Database Design and Development Expert: Spearheaded the design and development of (Customer Churn) databases at MTN Cameroon, ensuring optimal structure and functionality to support business operations effectively.
- Database Management Systems Operator: Operated the CRM& Billing System Database to analyze data, leveraging advanced tools (e.g. TOAD, SQL Developer, SQL Loader, Excel) and techniques to extract valuable insights and drive informed decision-making processes.
- Data Administration Policy Developer: Developed and implemented data administration policies, standards, and models, establishing robust frameworks to govern data usage, access, backup, and recovery procedures.
- Data Access and Usage Policy: Developed policies and procedures for data access and usage, ensuring compliance with industry standards and regulatory requirements while safeguarding data integrity and security and data encryption.
- Data Analysis and Advisory Consultant: Produced comprehensive reports, conducted in-depth research, and delivered expert advice to Project Managers and User Community, resulting in 30% improvement in data suitability. This empowered stakeholders to make informed decisions, optimize data-related processes, and drive project success.

Senior Consultant for Customer Success and Operations | Tecnotree Convergence Private Ltd | Bangalore, India | November 2015 - March 2017

- Pioneered initiatives for client conflict resolution, swiftly identifying and rectifying technical difficulties, thereby enhancing customer relationship quality by 35% and ensuring data availability and suitability.
- Enhanced customer service standards through targeted training initiatives for the team, elevating their professional capability by 40% and directly improving customer satisfaction ratings by 25%, in alignment with data administration policy and standards.
- Fostered a dynamic work environment conducive to teamwork and collaboration, resulting in a 30% increase in team productivity and promoting a positive work culture consistent with agile mindset to data security, availability and sustainability.
- Exemplified adept project management skills by efficiently completing over 60 customer requests between 2015 to 2017, marking a 15% increase from previous years, while simultaneously ensuring adherence to data administration policies and backup procedures, culminating in a 99% Service Level Agreement (SLA) for application availability and safeguarding data integrity and accessibility through robust management techniques and unwavering commitment to excellence.

Business Process Optimization Specialist | A-PLUS Life Insurance Company Ltd | Accra, Ghana | May 2014 - October 2015

- Developed and executed a comprehensive 5-year technology roadmap at A-PLUS Life Insurance, resulting in a notable 30% increase in customer satisfaction. This strategic initiative involved aligning technology investments with business objectives and customer needs, showcasing my ability to drive long-term value through strategic planning.
- Led the optimization of logistics processes at A-PLUS Life Insurance, resulting in a significant 20% improvement in operational efficiency. Through the implementation of streamlined workflows and resource allocation strategies, I demonstrated my capacity to identify and address inefficiencies, ultimately enhancing organizational performance.
- Successfully orchestrated the integration of Sage Accounting and Allied Card systems at Allied Oil a Petroleum Company, delivering a substantial 30% improvement in efficiency. This integration initiative involved leveraging technical expertise in Oracle Apex, Database Design & Administration and using Agile and Scrum project management skills to seamlessly integrate disparate systems, driving process automation and improving overall productivity.

Oracle Technical Manager / Technology Architect | VESL TECHNOLOGIES LTD | Cybercity Ebene, Mauritius | June 2013 - May 2014

- Spearheaded technical and software development initiatives, focusing on Oracle solutions (Oracle Databases, Oracle BI, Oracle VM, Oracle Linux, Oracle Forms & Reports) resulting in a 20% increase in revenue from Oracle-related projects within one year. Leveraged expertise in Oracle technologies to design and develop database, showcasing proficiency in database design, implementation and analysis.
- Directed projects implementing Oracle EBS/BI solutions, ensuring 95% on-time delivery. Leveraged expertise in database and business intelligence to align implementations with organizational objectives, exemplifying proficiency in database design and business intelligence solutions.
- Applied analytical skills to understand client needs and develop database solutions that meet specific requirements, showcasing expertise in database analysis and custom solution development.

Founder & Chief Database Optimization Architect | GANWILCH Solutions Ltd | Monrovia, Liberia | May 2011 - April 2013

- Revolutionized database management systems at Ganwilch Solutions Ltd., implementing advanced optimization techniques resulting in a 25% increase in data processing efficiency.
- Developed and implemented robust data security protocols, ensuring compliance with industry standards and safeguarding sensitive information, bolstering client trust and satisfaction.
- Spearheaded data-driven decision-making initiatives, leveraging analytical tools to extract actionable insights, leading to a 20% improvement in strategic planning and business outcomes.

Oracle Customer Success / Technical Support Consultant | Lonestar Cell/MTN Liberia | Monrovia, Liberia | October 2009 - April 2013

- Executed a performance optimization project for Oracle databases for a CRM Software and an ERP Suite, resulting in a 35% increase in system performance and a significant improvement in customer experience.
- Managed the development of customer-focused business reports for the the Oracle CRM Software and ERP Application, improving operational efficiency and resolving recurring customer issues, leading to a 20% increase in customer satisfaction.
- Designed and implemented a successful customer-focused Oracle 9i to 10g migration and integration process for business management, resulting in a 25% improvement in customer business continuity.

PROJECTS

Database Integration Project: Streamlining Billing Systems for MTN Cameroon | MTN Cameroon | May 2023 - December 2023

- Directed the seamless integration of live feeds among MTN Cameroon's database systems, ensuring a 99% data accuracy rate and reducing billing discrepancies by 20%.
- Proactively addressed integration challenges to minimize disruptions, facilitating smooth interaction between internal and external systems.
- Completed software upgrades within established timelines, utilizing database analysis tools to enhance reporting capabilities, achieving a 95% user adoption rate.
- Garnered positive stakeholder feedback on system functionality and usability, reflecting the effectiveness of database integration in meeting business objectives.

Database Analyst Project: Custom Software Implementation for Enhanced Data Analysis | Lonestar Cell/MTN Liberia | February 2010 - April 2010

- Led the development of a customized software solution to ingest, analyze, and generate reports on customer usage data, resulting in an 80% improvement in client decision-making processes.
- Implemented a tailored reporting system that facilitated a 30% reduction in customer churn rates, enabling the business to focus on retention strategies effectively.
- Utilized Oracle Technologies (Oracle Forms & Report) to design and develop the initial software, later transitioning it to Oracle Apex Cloud Solution.
- Managed multiple roles including Project Manager, Design Architect, Software Developer, and Trainer, ensuring seamless project execution and user adoption.

EDUCATION

Post Graduate Degree in Computer Science | West African Science Institute | Minor in Computer Science | Accra, Ghana | 2008

CERTIFICATIONS

Introduction to Artificial Intelligence | LinkedIn | 2024

- Learned algorithms and techniques involved in machine learning, artificial neural networks, and deep learning.

Certified Artificial Intelligence Business Manager | GetCertified.ai | 2024

- This AI Business Manager Certification course has thoroughly prepared me on how to apply Artificial Intelligence in the realm of business management.
- From automating routine tasks to marketing, am able to apply AI in real-world scenarios to maximize business profits.

Oracle Exadata 11g Certified Implementation Specialist | Oracle University | 2013

- Oracle Exadata 11g Certified Implementation Specialist certification demonstrates expertise in implementing and optimizing Oracle Exadata Database Machine, which is valuable for integrating with Oracle EPM solutions.
- Certified specialists possess knowledge of Exadata architecture, performance tuning, and optimization techniques, essential for ensuring optimal performance and scalability of Oracle EPM applications in Exadata environments.

Oracle Database 10g: Database Administrator Certified Professional (OCP) | Koenig Solutions – New Delhi, India | 2011

- The Oracle Database 10g: Database Administrator Certified Professional (OCP) certification, with specialized training in Real Application Clusters (RAC) for Administrators, Performance Tuning, and Data Guard Administration, directly aligns with the requirements of the advertised role due to:
- Mastery in Real Application Clusters (RAC) for Administrators ensures adeptness in managing high-availability Oracle Database environments, a fundamental aspect for Oracle EPM solutions to guarantee uninterrupted operations and scalability.
- Proficiency in Performance Tuning and Data Guard Administration assures optimal database performance and robust data protection mechanisms, pivotal for maintaining the stability, efficiency, and resilience of Oracle EPM applications.

Oracle Database 10g: Real Applications Clusters Administrator Certified Expert (OCE RAC) | Koenig Solutions – New Delhi, India | 2011

- Oracle Database 10g: Real Application Clusters for Administrators Release 2

SKILLS

- **Big Data Technologies:** Familiar with big data platforms like Hadoop, and able to leverage these technologies to handle large datasets and perform complex computations.
- **Programming:** Experienced in Python, and R, with a particular emphasis on using Python for AI and data analysis tasks.
- **Machine Learning:** Knowledgeable in various machine learning techniques such as regression, classification, and clustering. Familiar with reinforcement learning and neural networks.
- **Data Manipulation and Analysis:** Skilled in preprocessing, cleaning, and analyzing data to extract meaningful insights. Proficient in using data visualization tools.
- **Problem-Solving:** Strong problem-solving skills with the ability to approach complex problems and devise clear, efficient, and effective solutions.

Machine Learning: Mongo DB, Oracle Database

Programming: Python, R, HTML, CSS, Java Script, PL/SQL, Telnet, SSH, Procedures, Functions, Triggers, Packages, Cursors.

Cloud Technologies: AWS, Oracle Cloud