GIFT AJAYI

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PROFESSIONAL SUMMARY

- Machine Learning Analyst and Data Professional with 3+ years of experience using SQL, Python, and BI tools to analyze complex datasets, automate reporting, and develop metrics that drive operational and product improvement.
- Proven track record working on machine learning projects, including predictive modeling and performance monitoring for autonomous systems and real-world programs.
- Experienced in developing insightful dashboards, analyzing system performance and operational anomalies, supporting A/B testing, and applying statistical methods to validate KPIs and feature impact.
- Collaborative and technically curious professional who thrives in agile, cross-functional teams, turning messy data into clear insights that support autonomy, experimentation, and user-centric design.

TECHNICAL SKILLS

- **Tools:** Power BI, Excel, Tableau, SQL, Python (Pandas, NumPy), BigQuery, Snowflake, GitHub
- **Platforms:** GCP, SAP, Salesforce Marketing Cloud, ServiceNow (basic), Adobe Analytics (basic)
- **Techniques:** A/B testing, KPI design, confidence interval analysis, production data monitoring, report automation, test coverage design, root cause analysis, anomaly detection
- **Core Competencies:** Robotic system performance analysis, experimental design, feature validation, cloud-based data pipelines, stakeholder reporting

PROFESSIONAL EXPERIENCE

Data Analyst: Client Return Classification | IFSSA, *Edmonton, Canada*   **January 2025 – April 2025**
- Analyzed real-world client service operations, identifying key trends and failure points similar to robotic stoppage analysis.
- Automated reporting with Python and SQL, reducing manual effort and improving accuracy in performance tracking.
- Defined and visualized KPIs in Power BI dashboards, enhancing transparency for stakeholders.
- Supported test planning and documentation in an agile environment with sprint-based delivery.

Data Analyst: Client Return Classification | GoAuto, *Edmonton, Canada*   **January 2025 – April 2025**
- Created Snowflake-powered dashboards to monitor customer behavior and system performance.
- Refined feature success metrics and monitored experimental outcomes using automated reporting.
- Partnered with cross-functional teams to improve KPIs and track the effectiveness of service features over time.
- Provided insight into system bottlenecks and contributed to long-term data improvement plans.

Page: Information Sorting and Processing | Edmonton Public Library   **October 2022 – October 2023**
- Monitored cataloging consistency and escalated data anomalies to technical leads.
- Supported cleanup projects that enhanced the reliability and usability of both digital and physical systems.
- Collaborated with stakeholders to improve data tracking and user access workflows.

Junior Data Analyst | Stack Diagnostics Ltd   **July 2020 – April 2022**
- Designed SQL-based dashboards and automated Excel reports for public health analysis.
- Reduced manual reporting effort by 40% and improved timeliness of health metric delivery.
- Supported compliance and data quality across COTS applications, aligning with operational KPIs.
- Contributed to statistical validation of key performance outcomes and process optimization.

EDUCATION

Diploma: Machine Learning Analyst | *NorQuest College*   **September 2023 – June 2025**

Relevant Coursework: Artificial Intelligence, Operational Design Domains, Statistical Modeling, Data Science, ML Systems, Data Analytics

Master of Library and Information Studies: University of Ibadan   **April 2017- July 2019**

CERTIFICATIONS

IBM Data Analyst Professional Certificate | IBM | *June 2023*

Microsoft Azure Fundamentals | Microsoft | *June 2023*

Cover Letter

Hiring Manager
Serve Robotics
Calgary, Alberta
June 22, 2025

Dear Hiring Manager,

I'm writing to apply for the Data Analyst, Autonomy role at Serve Robotics. As a Machine Learning Analyst with over three years of experience working with cross-functional teams to derive insights from large operational datasets, I'm eager to contribute to Serve's mission of transforming last-mile delivery with robotics.

I have built automated dashboards, refined operational KPIs, and developed data pipelines to support real-time performance tracking and A/B testing. I've worked closely with technical teams to identify the root causes of system failures, design statistically sound experiments, and communicate findings to both technical and non-technical stakeholders. These skills directly support your team's needs around robot performance analysis, dashboards for autonomy teams, and statistical significance in production testing.

I recently completed a Machine Learning Analyst diploma where I've developed and deployed real-world predictive models, including a client return predictive model and a vehicle transmission classifier. These projects have deepened my understanding of experimental design, operational data variability, and machine learning within real-world constraints which are skills I hope to bring to Serve's fleet optimization efforts.

Your team's vision of turning robotic delivery into an efficient, accessible service resonates deeply with me. I'm energized by the opportunity to support autonomy feature development, evaluate performance across diverse environments, and collaborate with experts across robotics, software, and data science.

Thank you for considering my application. I look forward to the opportunity to bring my skills, project experience, and collaborative energy to the team at Serve Robotics.

Yours sincerely,
Gift Ajayi