

Ibrahim Bio Abubakar
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England

Professional Profile

I am a proactive and detail-oriented Data Analyst with strong experience delivering actionable insights, building dashboards, and supporting operational and strategic decision-making. Skilled in data cleansing, transformation, and visualization using SQL, Python, Excel, Power BI, and Tableau. Experienced in stakeholder engagement, reporting automation, and healthcare data analysis. Passionate about leveraging data to improve service delivery and enhance patient outcomes.

Core Skills

- Data Analysis & Business Intelligence (SQL, Python, Excel, Power BI, Tableau)
 - Dashboard Development & Automation
 - Data Cleaning, Transformation & Visualization
 - Stakeholder Engagement & Non-technical Communication
 - Reporting for Operations, HR, and Clinical Services
 - Statistical Analysis & KPI Design
 - Healthcare Data Platforms (EMIS, MS Forms familiarity, CRM tools)
 - Knowledge of GDPR, Data Governance & Confidentiality
 - Agile, Fast-paced Environments | Project Support
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Professional Experience

Zero Carbon Living Advisor

OVO Energy Ltd | Glasgow, UK

Nov 2022 – Dec 2024

- Utilized internal CRM tools (Salesforce, ECOES, Xoserve) to manage customer data and optimize energy service delivery.
- Developed insights for engagement strategy with vulnerable customers, contributing to a 15% increase in Smart Meter adoption.
- Maintained high user satisfaction with consistent 5-star feedback on TrustPilot.
- Collaborated across departments to identify data-driven opportunities for efficiency improvements.

Operations Analyst

Spitze Constructions Ltd |

Oct 2020 – Nov 2021

- Designed and implemented improved operational workflows, increasing process efficiency by 11%.
- Built dashboards and visual reports using statistical tools to monitor KPIs and performance metrics.
- Supported leadership with decision-making through operational insights and analytics.
- Documented changes and improvements, ensuring smooth cross-team adoption.

Data Analyst

MTN Nigeria Plc |

Jul 2018 – Oct 2020

- Collected, cleaned, and analyzed internal datasets to optimize business assurance and sales strategies.
- Created Power BI and Excel dashboards to communicate key sales and HR metrics.
- Supported workforce planning, including headcount analysis and turnover evaluation.
- Ensured GDPR compliance and contributed to data quality improvement efforts.

Sales Team Lead

MTN Nigeria Plc |

Apr 2017 – Jul 2018

- Led a 21-person team, expanding market share by 30% and growing customer base by 67%.
 - Delivered consistent data-driven sales reports and supported planning and forecasting activities.
 - Translated market insights into tactical initiatives that improved client engagement and revenue growth.
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Education

MSc Data Analytics

De Montfort University, Leicester, UK

2021 – 2022

MSc Human Geography with a specialty in Medical Geography

Bayero University, Kano

2017 – 2019

BSc Geography

Bayero University, Kano

2010 – 2014

Publication

Publication: *Robustness of k-Anonymization Model in Compliance with GDPR*

IEEE, 2023 – [Link](#)