JONATHAN ORLOWSKI

Commercial Analytics & Information Manager

✉ jonorl@gmail.com   📞 +44 7446 121 549
+256 780 810 841   in LinkedIn

WORK EXPERIENCE

Commercial Analytics & Information Manager

St John Ambulance

📅 Jul 22 - Jan 24   📍 London, UK

- Led a team of 6 people: 4 database analysts, 2 business analysts
- Reporting on revenue flows for £60M (training and supplies retail sales)
- Oversaw the implementation of Dynamics 365 reviewing and validating SQL queries
- Lead the migration from Qlikview to PowerBI for SAP BI and St John course booking proprietary software
- Developed new e-learning dashboard on PowerBI from Stripe's API using REST
- Systematized the database normalisation efforts and implementation of SSIS scripts to automate marketing data entry tasks and avoid duplication

Business Information & Data Manager

St John Ambulance

📅 Jan 2015 - Jun 2022   📍 London, UK

- Led a team of 8 people: 4 database analysts and 4 business analysts. Creation of Dashboard, reports and KPIs to understand the training side of business, including the performance of 20,000 courses across England
- Led the database migration from MS Access to MS SQL Server 2016. Normalisation of the database, validation, migration and liaising with infrastructure to assess requirements
- Managed of 4 SQL databases, 3 B2B and 1 B2C with a combined volume over 2M records
- Data protection champion: overseeing the implementation of GDPR measures, applying marketing deletion policies and QA on existing records
- Reviewed the performance of +20,000 courses including variables such as course length, price and location
- Created the automation of a key Marketing process using VBA/Flow/PowerAutomate saving 1 PTE worth of time
- Lead the efforts through the closure and reopening of face-to-face courses during the pandemic and analysed its impact
- Developing of process flow to establish rules and responsibilities around contact creation, deduplication and deletion according to GDPR

SKILLS

- Business Intelligence Tools: Qlikview and PowerBI. API integration via REST.
- Star and Snowflake schemas.
- Finance data modelling: Pricing, costing, forecasting.
- Database Management: MS SQL Server and MS Access.
- User stories.
- Microsoft Office: Excel, Word and PowerPoint.
- PowerAutomate/Flow.
- MS Visio
- Knowledge in MS Azure, Data Factory, Dataverse and Dynamics 365.
- Scrum methodology.
- Python, R and VBA.

EDUCATION

University degree
Business & Economy
Del Salvador University

📅 2004 - 2010
📍 Buenos Aires, Argentina

University degree
International Cultural and Business Studies
Universität Passau

📅 2007 - 2008
📍 Passau, Germany

Sr. Business Information Analyst

St John Ambulance

📅 Feb 2013 - Dec 2014   📍 London, UK

- Led 1 Direct report
- Reporting using Qlikview and MS Excel for stakeholders on various departments: Finance, Operations, Marketing, Sales and Upper Management
- Reviewed revenue and debt analysis
- Created and Maintained the Pricing Tools using MS Excel and VBA
- Created and maintained the Sales calling lists to support the outbound calling team which represented 15% of total sales
- Implemented the commissions calculation and reporting

Front of House Administrator

Doubletree by Hilton

📅 Apr 2012 - Jan 2013   📍 London, UK

- Managing hotel reservations
- Dealing with customer queries related to payments
- Various cashflow related administrative tasks

Client Financial Management Analyst

Accenture

📅 Jul 2010 - Dec 2011   📍 Buenos Aires, Argentina

- Development of costing models for IT services
- Revenue recognition
- Cost accrual and cost centre administration
- Internal Audit
- Sarbanes-Oxley compliance