OLUWASEUN MUYIWA

United Kingdom ST6 4HT | +447554030278 | Muyiwa931@gmail.com

Results-driven professional with expertise in data analysis, business intelligence, and administrative support, complemented by strong experience in customer service and operations management across healthcare, retail, and technology sectors. Skilled in leveraging industry-standard tools, including SQL, Power BI, Excel, PostgreSQL, and CAFM systems to deliver actionable insights, optimise workflows, and support compliance with HIPAA, GDPR, and SLA requirements. Demonstrated ability to design and automate reporting frameworks, manage large-scale datasets, and enhance decision-making through data visualisation and statistical analysis. Adept at stakeholder engagement, cross-functional collaboration, and process optimisation, consistently driving efficiency, regulatory compliance, and improved performance outcomes.

TECHNICAL SKILLS

- **Programming & Query Languages: SQL, Excel**
- **Data Visualisation & BI Tools: Power BI, Excel**
- **Database Management: PostgreSQL**
- **Cloud & Collaboration Tools: Google Suite, Microsoft Office Suite, Slack, Zoom, TeamViewer**

CORE COMPETENCIES

Data Analysis	Dashboard Creation	Data Governance
Data Visualisation	A/B Testing & Experimentation	Data Queries & Interpretation
Data Modelling	Statistical Computing Method	Performance Metrics
Business Intelligence	Time Series Analysis	Storytelling
Predictive Modeling	ETL (Extract, Transform, Load)	Problem-Solving & Critical Thinking

PROFESSIONAL EXPERIENCE

Data Analyst

Amdari Inc. – UK   **July 2025 - Present**

- Designed and deployed real-time KPI dashboards in Power BI, streamlining performance tracking for executives and reducing data analysis turnaround time by 40%.
- Analysed large-scale datasets, processing millions of rows in SQL databases, optimising query execution times by 35%, and improving the efficiency of data retrieval processes.
- Established standardised reporting frameworks, integrating Excel, Power BI, and SQL, which enhanced cross-departmental data consistency and streamlined analytical workflows.
- Developed and automated ETL (Extract, Transform, Load) processes, ensuring faster, more reliable data integration and reducing errors in business intelligence reporting.
- Conducted A/B testing and statistical analysis, leading to a 10% revenue increase by identifying key strategies that optimised marketing and operational performance.
- Implemented advanced Excel automation, including pivot tables, XLOOKUP, and dynamic formulas, reducing manual data processing time for weekly business reviews by 50%.
- Partnered with finance, marketing, and operations teams to define, track, and analyse key performance indicators (KPIs), facilitating more accurate financial forecasting and strategic planning.

Helpdesk Adviser

EQUANS – Stoke-on-Trent, England   **August 2025 – Present**

- Delivered administrative support by managing the full lifecycle of planned and reactive maintenance works using CAFM systems, ensuring accurate job logging and timely resolution.
- Coordinated and dispatched work orders to engineers, subcontractors, and site managers across multiple locations, improving workflow efficiency and resource allocation.
- Ensured maintenance works were completed within SLA requirements, consistently achieving compliance with industry standards and organisational policies.
- Handled and triaged incoming service requests via phone and email, logging cases accurately and tracking progress to completion with full audit trail documentation.
- Gained working knowledge of building systems, asset maintenance processes, and regulatory requirements, strengthening ability to support facilities management operations.

Customer Advisor
Dreams Ltd – Macclesfield, England   **August 2024 – August 2025**
- Responded to high volumes of customer inquiries via phone, email, and live chat, providing clear product information, guidance, and tailored solutions to improve customer experience.
- Processed customer transactions, financing applications, and service requests with 100% compliance to GDPR and financial regulations, ensuring data integrity and customer trust.
- Achieved a 98% complaint resolution rate, effectively handling escalations and turning negative experiences into long-term customer loyalty.
- Delivered in-store and virtual product demonstrations, showcasing features and benefits, which directly contributed to an increase in premium product sales and upselling opportunities.
- Supported customer order management, including delivery scheduling, follow-ups, and aftercare, resulting in improved order accuracy and reduced post-sale issues.

Administrative Support
MAZAL DIAGNOSTICS LLC – Brooklyn, USA (Remote)   **July 2021 – January 2025**
- Managed and digitised 100K+ patient records using Microsoft Excel, MS Access, and cloud-based EMR systems, ensuring 100% HIPAA compliance and robust data protection standards.
- Conducted data entry, validation, and reconciliations in Excel, improving the accuracy of financial reporting and reducing discrepancies by 10%, which strengthened audit readiness.
- Streamlined documentation workflows by implementing Google spreadsheets, increasing administrative efficiency by 20% and reducing time spent on manual record retrieval.

EDUCATION

Oxford Brookes University, England - NVQ Level 7 MPH Public Health, Distinction 2024
V.N. Karazin Kharkiv National University, Ukraine - Doctor of Medicine, Merit 2022

CERTIFICATIONS

Introduction to Career Skills in Data Analytics — LinkedIn Learning 2025
Data Analytics — 10Alytics 2025