**George Appiah Sarfo**

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**EDUCATION**

**Kwame Nkrumah University of Science and Technology** *Electrical/Electronic Engineering Department* June 2011

Bsc. Telecommunications Engineering (First Class Hons.)

**TECHNICAL SKILLS**

**Business Intelligence Tools:** Tableau, QlikView, SSRS, SSAS (cubes), SAS, Business Objects, Dashboards, Scorecards, Data Visualization Techniques, Data Analysis and Analytics, Data Warehousing, Data Modelling, ETL (Informatica, Cassandra SSIS, PDI, Batch Scripts, Powershell, Distributed and Parallel Batch Job Processing). Health Care (EPIC – Chronicles, Clarity, Caboodle)

**Databases – Admin:** Middleware (TomCat, Apache) SAS, Database Integration,Oracle, SQL Server, MSBI, MySQL, PL/SQL – Server maintenance and Administration, Performance tuning and monitoring, Database and Data Security, Database integration and synchronization.

**SQL – Scripting:** SAS Querying,Stored Procedures, Jobs (Manual and Automated), T-SQL, SQL, Advanced SQL (NoSQL), Query Scripting and Tuning, OpenQuery, Views, Query Tuning and Optimization. SSAS (Cubes). Job scheduling – Autosys, Cron Jobs etc.

**Workstation O/S:** Windows 10 Pro, Win 8 Pro, Win 7 Pro, WinVista Pro, XP, 2000, NT4, NT 3.51,

Win 98, Win 95, Win 3.11, Macintosh OS X, Unix/Linux

**Application Development:** Python, Java, C, C++, C#, VB.NET – Procedural and Functional Programming.

**Web Development:** Front End (CSS/CSS3, HTML/HTML5, JavaScript, JQuery), Back End (ASP.NET, PHP)

**Server Admin:** Windows 2008 R2/2003 R2/2000, Windows NT 3.51, Macintosh OS X server,

FreeBSD, FreeNAS, Exchange Server 2013, VMware ESX, SCCM (imaging, etc.)

**Virtual Machines:** VMWare desktop and server, Parallels, Oracle VirtualBox

**Networking:** TCP/IP, NetBios/NetBeui, Novell, Appletalk, VoIP

10/100/1000 Ethernet (CAT-5 NICs/Hub/Switches) copper and fiber

Layers 2 and 3, 802.11 wireless, NAT, Fibre Channel, Cisco ASA Firewall

**Documentation and Testing:** Testing and documentation for BI Reports and software development (in-house)

**Troubleshooting:** Used tools for Incident and change management, root cause analysis, impact analysis – ITIL approach to incident resolution, Service Requests and approvals.

**PROFESSIONAL EXPERIENCE**

**Trihealth** April 2017- Present

*Snr. Programmer – Data Warehouse*

* Achieved operational efficiency and excellence by migrating legacy disparate health care data sources onto a standardized data warehouse.
* Worked with Advanced Health Care Analytics systems, - EPICs Chronicle and Clarity.
* Championed the migration, integration and development of EPIC’s CABOODLE,
* Used several ETL tools such as SSIS, Datastage, Informatica and Python Scripts Run via Bash to migrate data from legacy systems to the Efficient CABOODLE systems.
* Managed data warehouse by performing performance tuning, data quality checks, monitoring BACKFILLS (bulk data migration) as well as preparing optimized SQL queries run as stored procedures using the SQL Server DB Engine
* Prepared Health care Analytics Such as patient risk scores and Other Analytic metrics on CLAIMS were prepared and developed.
* Developed SSAS (Cubes) as well as analytical reports using EPIC’s Slicer and Dicer for easy access to changing data in healthcare data warehouse.
* Converted Legacy systems (Datastage, Excel Macros, C++ etc) to robust enterprise wide business intelligence solutions
* Prepared several reports, KPIs, Scorecards and dashboards using tableau, qlikview, SSRS, power BI for various departments

**CGI Technologies** May 2016- April 2017

*ADV Business Intelligence Specialist*

* Worked with team on US government state Enterprise Resource Planning (ERP) projects.
* Designed Business Intelligence (BI) reports (Cubes-SSAS, SSRS, etc) by engaging state clients to gather specific report requirements.
* Developed BI reports with SAP Business Objects (BO) by following standard software development processes.
* Created new Universes or modified existing Universes (in BO) to accommodate new reporting requirements.
* Prepared custom advanced and optimized database queries for ad hoc (one-time or occasional) requested reports.
* Prepared Scripts (Python, shell and batch) to manually push data from source systems into the Data Warehouse.
* Automated Scripts and Jobs into a full-fledged Extract Transform Load (ETL) packages using PDI and other tools such as SSIS, Informatica, Cassandra, Datastage and ODI.
* Used data visualization tools (Tableau, QlikView etc to prepare intractive dashboards and reports
* Regularly sought feedback from clients and interpreted BI reports to stakeholders.
* Prepared documentation on all reports, ETL, and dashboards created to ensure business continuity.

**Swyft Drive** August 2015- May 2016

*Lead Computer Programmer and Analytics Specialist*

* Engaged Stakeholders to gather requirements, prepared technical specification and design for health analytics.
* Integrated Ad-hoc Reporting tools (Business Objects, Tableau, QlikView, and Adhoc Reporting Tools).
* Reviewed existing work on dashboard and analytics and optimized scorecards, KPIs etc
* Designed, setup and implemented data warehouse and business intelligence platform (used SQL Server BIDS, SSRS, SSIS, SSAS, Cubes etc).
* Modelled and mapped source data and into a relational database (MySQL, SQL Server, MongoDB).
* Used Data Mining techniques to mine clinical data by performing - clustering, classification, association and predictive analytics.
* Performed data quality checks on data sources to ensure the right sources are loaded into the databases.
* Developed ETL (Extract Transform Load) packages to speedily and efficiently load source data into database.
* Developed back – end and front - end (PhP, Java, C++, CSS, HTML, PHP, Python) of ad hoc health analytics platform to preprocess user choices from front end.
* Used rich business intelligence and analytical tools and libraries to display analytical reports for management to easily interpret.

**Vodafone Ghana** September 2013-July 2015

*Business Intelligence Specialist*

* Lead the Business Intelligence Reporting Space to engage stakeholders, team members, and customers to interpret requirements and to translate these requirements into actionable reporting and analytics.
* Lead the reporting team to achieve 99.99% reports by working with several business intelligence tools and ad hoc software packages (SQL Server, Oracle, MySQL, SSIS, SSRS, SSAS, ETL, Shell Scripting, IBM Big Data Mining and Analytics, Stored Procedures, Jobs, Cubes, Hadoop, R, Tableau, Business Objects, QlikView etc) to gather data (Call Data Records – CDRs) into a data warehouse, prepare data marts and mine data for onward reporting to management to inform business decisions. This helped to increase productivity of stakeholders by 40%.
* Achieved 100% of goals by integrating several different databases (MySQL, SQL Server, Oracle, etc.) and applications (CRM, Salesforce, ERP, Network Monitors etc.) to enable seamless data flow and applying business rules to prepare data into data marts.
* Developed Several Software Applications (Bulk SMS, Demand Management, Upselling Management System, Churn Management System etc.) with PhP, HTML, MySQL, Javascript, Java, VB.Net etc.
* Performed routine data checks on existing data to ensure a high data quality and error free reporting.
* Used advanced querying skills (Open Query, SQL Query Optimization, TSQL, MDX etc.) to ensure ad-hoc reports and existing standard reports utilize reasonable system resources.
* Trained internal stakeholders (customers etc.) on the efficiency of SQL as our data grew to allow them to be efficient and productive on their day-to-day data manipulation and analysis-Used SSAS - Cubes
* Helped improve productivity by using Data mining and analytics techniques (Clustering, Classification, Linear Programming, and Predictive Analytics etc.) to develop forward looking reports that allowed for stakeholders to anticipate future occurrences to take proactive measures.
* Wrote, tuned and prepared Stored Procedures, Jobs, functions and triggers to allow for seamless reporting.
* Automated system maintenance checks to ensure database files, log files etc. do not overgrow and to monitor system resource usage for expensive activities to be monitored and if necessary freed.
* Developed Several Software Applications (Bulk SMS, Demand Management, Upselling Management System, Churn Management System etc.) with PhP, HTML, MySQL, Javascript, Java, VB.Net etc.

**Vodafone Ghana**

*Graduate Management Trainee* Sep 2012 – Sep 2013

* Trained and learned on the job both hard and soft skills (Emotional Intelligence, Project Management, Time Management, Process Improvement, Managing Upward, Attention to Detail, Versatility, Team Work , Punctuality, Proactive, Adaptability) by picking up a mix of projects from various functions/departments in the telecommunications
* Worked on product development and customer value management with marketing. Gathered intelligence/insight on various value bands of customers analyze the intelligence for new findings and patterns and develop targeted products for different cohorts of customers – Used Advanced Excel, Access and Powerpoint to present to management.
* Designed, developed, implemented and deployed a distribution management system for the commercial team – worked with team to gather requirements, used ASP.NET and SQL server to develop the distribution management system (DMS) which collects information from agents on the field into a database and prepares analytic reports for management decision making.

**TEACHING EXPERIENCE**

**Kwame Nkrumah University of Science and Technology** August 2011-Sep 2012

*Teaching/Research Assistant*

* Worked with faculty members to tutor engineering students in several courses including: Microwave Engineering, Programming, Analog and Digital Communications, Network Planning, Engineering Mathematics and Signals and Systems.
* Taught, graded, and supervised distance learning students courses including: Microwave Engineering, Network Planning, Analog Communications, Information Theory and Communication Circuits.
* Volunteer – Taught (Mathematics, Science, English, ICT) Brilliant but needy students in a less endowed school during summer holidays (May 2010).

**LEADERSHIP, MEMBERSHIPS AND AWARDS**

* Member Institute of Electrical and Electronic Engineering (IEEE)
* Best Graduating Student – Ghana Senior High School May/June 2006
* Academic Merit Award – Bamfo Kwakye Memorial Award - KNUST

**SOME OF MY PUBLIC WORKS**

*Web Application Development:* [*www.swyftdrive.com*](http://www.thesebills.com) *;* [*www.i-shipglobal.com*](http://www.i-shipglobal.com)