

# Ifeanyi Osubor

## Data Analyst

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### Skills

Power BI	SQL Server
Qlikview	SSIS(ETL)
SSRS	Advanced Microsoft Excel
Complex data gathering and analysis	Business process improvement
Interface/dashboard development	Data Migration
Master Data Management	Data Governance
Python	Azure Dev Ops
CRM	Navision

### Education

Sunderland, United Kingdom	<b>BA Hons, Business and Management</b> <i>University of Sunderland</i> <ul style="list-style-type: none"><li>• Discovering how to make business plans, organising and allocating organisational aims and objectives.</li><li>• Learning control management, risk management and leading projects and functions in organisations.</li><li>• Analysis of process flow and management.</li><li>• Advanced teaching of Microsoft Excel</li><li>• Creation and management of project reports and analysis which entails quality, performance, cost, safety and profit.</li><li>• Project Management.</li></ul>
Newcastle upon Tyne, United Kingdom	<b>Master of Science, Business Analytics/Data Science,</b> <i>Northumbria University</i> <ul style="list-style-type: none"><li>• Use of Data Analytical tools such as R, python, SQL and SAS to forecast, interpret and use raw data for critical decision.</li><li>• To use Data Analytical tools such as Python and R to determine, analyse and research market trends which will be key to success and profit.</li><li>• To use data to discover and unlock insights to customer behaviour, improve customer relationship and cater more efficiently to their wants and needs.</li><li>• Making use of Pivot tables and creation of Macros in Excel on real-life projects using excel tools.</li><li>• Performing statistical analysis to predict future trends and analyse profit and loss margin.</li><li>• Relevant Coursework Completed: Forecasting and Predictive Analysis &amp; Business Statistics and Data Analytics.</li></ul>

## Profile

I am a highly efficient and driven BI Developer and Analyst with over 5 years' experience in the industry, skilled at overseeing the upkeep and development of database to support business decision-making strategies. Expert understanding of Python, SQL and relational databases, alongside extensive experience in creating complex dashboards using Power BI, QlikView, Microsoft Excel, SSRS, Data Warehousing maintenance, design and processes as well as ETL processes using SSIS.

I am skilled in Master Data Management, overseeing implementation of systems and processes, investigating and analysing Data Quality, creating improvement plans and tracking KPI's and performance across various ERP and CRM systems and Azure Dev Ops as well.

Proficient at stakeholder maintenance, requirement gathering, building and maintaining databases to generate reports leading to improved business performance monitoring, decision making and presenting key information to business users.

## Professional Experience

06/2023 – 03/2024  
Europe,  
United Kingdom

### **Data Analyst**

#### *Infinigate Group*

- Facilitated meetings with the COO and Vice President of MDM on current Data Structure and how to improve Data Quality across the Infinigate Group.
- Developed and implemented MDM strategies and policies to ensure the quality of master data across the Group.
- Performed Regular Data Quality checks to identify and resolve Data quality errors and inconsistencies across various sources and systems through troubleshooting and producing dashboards and reports for Business Insight.
- Ensured data integrity and quality by ensuring data standards across the Infinigate companies, Implemented data security measures and policies to protect confidential information.
- Monitored and optimized database performance, including indexing, query optimization, stored procedures and CTE's via SQL.
- Implemented Data Modelling in Power BI and Various DAX for analysis and Reporting, identifying KPI's, trends and patterns.
- Used Advanced Excel like VLOOKUP, X-Lookups and formulas for reporting and Analysis.
- Analysed, managed and improved the Annual Recurring Revenue of the Infinigate Group using Python and PowerBI to create an automated structure in place going forward on the ARR project.
- Liaised with SME's and Vendor Experts on Vendor Data looking at the current incomings and outgoings of various Item Data per Vendor out of over 200 Cyber Security Vendors using the Akeneo System, Navision and CRM to compare quality of Data and perform Profit and Loss Analysis.
- Created Data Proposals on implementation of Data Quality improvement across the Infinigate Group using tools such as M365, NetSuite, CRM and Navision.
- Facilitated the shift of analysis processes and cleaning up of Data in Excel to Azure SQL and Power BI.
- Supported the BI & Analytics team by successfully managing projects through the Development cycle as part of the DevOps team.
- Used Azure DevOps to track data quality KPI's and escalate as appropriate, research and identify new analytical approaches/tools/capabilities to efficiently govern the quality of the Groups data.
- Maintaining Data across different systems and sources and producing dashboards and reports to produce Business Insight.
- Implemented robust data pipelines and ETL processes to streamline data ingestion and transformation.

- Implement Quality Assurance and Data Governance for Report accuracy and Documentation of End to End processes.
- Monitoring and Spearheading Data Integration from multiple systems into Power BI.
- Trained Business Users on Power BI report creation and Data Modelling.
- Spearheaded the Reseller Groups Data Project, Managed various requirement gathering sessions and documented various Business requirement changes where I restructured the current process being used in the company and created a streamlined process with set of rules that has become adopted by the company going forward.
- Worked with Data Stewards to review and improve Data Quality and integrity methods/issues and current Data Governance Procedures.
- Utilised the full Microsoft BI Stack (SSIS,SSRS,SSAS and SSMS) for ETL and Data Warehousing.
- Implemented performance tuning techniques to enhance the efficiency and scalability of data processing and reporting across the ERP and CRM tools.

02/2023 – 04/2023  
Manchester,  
United Kingdom

### **Data Analyst**

*Parliamentary and Health Service Ombudsman*

- Responsible for Data migration, design and maintenance of full Power BI service stack into the organisation.
- Thorough cleaning, analysis and documenting of Data quality issues throughout report process.
- Automating and forecasting the Publishing standard and Decision trend of the organisation of the previous Financial year by use of DAX and powerful visualisations for key decision making.
- Responsible for conducting requirement gathering workshops and deep dive sessions with multiple stakeholders and end users, extracting requirements, analysing, documenting and obtaining signoffs from relevant stakeholders for the project.
- Creating powerful visualisation and report for Data storytelling to key stakeholders, producing the most valuable insights, KPI, Metrics and recommendations.
- Worked with SMEs to identify Business Related process improvements which are translated into detailed procedure documents and change request requirements.
- Designed and specified MI to monitor performance against agreed SLAs.
- Creating relationships between different tables using Data modelling for the report.
- Migrating SSRS, Excel reports to Power BI
- Conducting training for end users on Power BI service
- Work alongside other Data Analysts and Developers to achieving objectives, working together to analyse any technical and non-technical challenges.
- Created Power BI report demonstrating performance, communicate trends, underperforming section of operations and current output of the organisation.
- Power automate and Power BI Apps.
- Writing complex and multi-dimensional database queries including CTE's, stored procedures and views.
- Ensuring adherence to migration standards and protocols including code review, documentation and testing.
- Hands-on experienced in MS SQL to write complex, highly-optimized queries across large volumes of data, database design, data warehouse processes and design, query performance tuning and writing stored procedures.
- Modelling Data using Dimensional modelling.
- Analysing and manipulating data using advanced Microsoft Excel (VLOOKUPS, Pivot tables, IF, SUMIF, COUNTIF, Match and index etc) for reporting.

- Created ETL Pipelines using SSIS.
- Troubleshooting and UAT.

02/2022 – 02/2023  
Liverpool,  
United Kingdom

### **Data Analyst**

#### *BDO Accountancy and Business Advice*

As a Data Analyst, I am responsible for analysing and developing innovative technical solutions whilst supporting the overall data and information strategy and working closely with the rest of the IT team, financial and Auditing team to ensure Data and system consistency.

- I am responsible for delivering financial dashboards using analytical tools such as QlikView, SQL, Microsoft Excel and Power BI to analyse client datasets and report findings.
- Troubleshooting stored procedures, triggers, and views
- Monitoring and updating SSIS pipelines
- Enhancing query performance by implementing optimization techniques
- Developing in Power BI for data visualisation.
- Anticipating issues and risks at the module level and escalating appropriately.
- Contributing to, and improving, the Reporting Framework.
- Developing, documenting, consuming, and supporting maintainable, reusable BI components
- High performing, responsive BI applications using best practice techniques to provide the best possible experience.
- Strong communication and transferring knowledge across the Data Analytics Hub.
- Writing complex queries involving multiple tables and linking various tables via Join and optimising T-SQL scripts, sub-queries, CTE, Temp Table, Views, skills to write stored-procedures in response to feed report in QlikView, Power BI and Excel
- Monitoring and updating SSIS/ETL packages
- Enhancing query performance by implementing optimization techniques
- Creating Power BI Models to allow users to direct query (DQ) and also enable self-service
- Developing SQL, Excel, and Power BI to meet business needs
- Production of daily/weekly/monthly reporting across all accounts and for internal management purposes.
- Development and maintenance of SSIS ETL Packages.
- Manipulating data using Microsoft Excel (VLOOKUPS, Pivot tables, IF, SUMIF, COUNTIF, Match and index etc).
- Developing reports using financial data and processing bank analyser and fraudulent check projects with UK banks.
- Delivery of timely and accurate data analysis and reporting to the stakeholders.
- Migrating SSRS, Excel reports to Power BI
- Managing my own workload and different projects efficiently at the same time and deliver within agreed timescales and quality measures and assurance.
- Use of DAX in Power BI.
- Analysed and used data to produce KPI's and forecast trends for stakeholders.
- Perform and document all ETL Procedures
- Create excellent working relationships with stakeholders outside of the data team who rely on my weekly, monthly, and ad hoc Reports.
- Conduct UAT to validate BI systems and processes

01/2019 – 10/2021  
London,  
United Kingdom

### **BI Developer**

#### *3A Intelligence and Data Consultancy*

- Create visualizations and reports for requested projects.
- Developing and updating technical documentation.
- Creating data-driven dashboards, reports, and visualisations across various analytical platform such as SSRS, Power BI and Excel.

- Took charge of troubleshooting data issues, validating result sets, recommending, and implementing process improvements.
- Developing an effective working relationship with members of the wider Analyst team.
- Manipulating large data sets, analysing results and statistical techniques across Excel, SQL, and Power BI.
- Liaise with internal stakeholders to fully understand data content and provide regular updates.
- Examining data requirements and apply data analysis, design, modelling, and quality assurance techniques to modify or maintain data structures.
- Creating databases, tables, stored procedures, views, functions using T-SQL for reports
- Hands on experience with SSIS(ETL) to extract, transform and load data.
- Conducted Data mining and data modelling and working with packages for data extraction, data quality assurance, maintenance, accuracy, integrity, and analysis of data using T-SQL, DAX, and Excel formulas coding.
- Working collaboratively within and across development and project teams and senior management, liaising with stakeholders for key decision making.
- Imported data from SQL server, joined tables and data, altered and updated data using SQL commands
- Developed and customised interactive dashboards
- Weekly and Daily meetings with stakeholders and senior management to provide status update, progress in delivery and see if any changes are needed.
- Document all ETL development, data format, structures & maintain the documentation.
- Being familiar with delivering technical BI solutions using the Microsoft stack (including SSRS and SSIS)
- Extracted and collected data from a wide range of sources.
- Developed and managed powerful interactive dashboards using Power BI, Excel and SSRS.
- Data modelling, data cleansing and data manipulation in Power BI

04/2018 – 11/2018  
St Helens,  
United Kingdom

### **Junior BI Developer**

*Abreng Solution LTD*

- Create and update technical documentation.
- Taking charge of troubleshooting data issues, validating result sets, recommending, and implementing process improvements.
- Working as a team, detecting and solving any blockages arising in projects.
- Manipulate large data sets, analysing results and presenting analytical findings across Excel and SQL.
- Examining data requirements and apply data analysis, design, modelling and quality assurance techniques to modify or maintain data structures.
- Develop in-depth knowledge of internal systems to be able to offer support.
- Partook in Requirement gathering sessions to document deliverable and non-deliverable project requirements and provide regular updates.
- Create data-driven dashboards, reports, and visualisations across various analytical platform such as SSRS, Power BI and Excel for key decision making.

11/2017 – 02/2018  
Newcastle,  
United Kingdom

### **Customer Service Advisor**

*Teleperformance*

- Responded to all incoming general emails in an efficient and professional manner
- Proactively worked as part of a team in an open plan working environment
- General administration duties
- Facilitated the efficient operation of the Service department through the use of all available departmental resources to maximise customer experience and satisfaction throughout all interactions.

- Took high volumes of calls from our customers, being the first point of contact for all queries
- Effectively worked with the financial department to handle customer finances and interaction/queries.
- Served as intermediaries on behalf of customers to Third party agents.
- All tasks carried out in line with our service level agreements
- Handled all queries which range from simple queries such as address changes, to the more complex which could include international funds transfers and fraud.
- Ensured that the customer is first in all interaction