

David Hume

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Summary

- **Power BI Reporting:** Developed interactive Power BI reports and dashboards for data-driven decision-making.
- **SQL Expertise:** Optimized SQL queries, procedures, and views for improved data consistency.
- **Data Modeling:** Maintained Power BI data models for comprehensive insights.
- **Continuous Learning:** Stayed current with BI trends and technologies.
- **Reporting Automation:** Streamlined operations by automating reporting through dashboards.

Education

Business Intelligence: Data Analysis and Reporting

Anticipated Jan/2024

Southern Alberta Institute of Technology (SAIT), Calgary AB

Key Concepts

- Proficiently developed interactive reports and dashboards in Power BI for data-driven decision-making.
- Wrote and optimized SQL queries, stored procedures, and views for ETL processes, enhancing data consistency.
- Maintained data models in Power BI, fostering comprehensive insights through dataset relationships.
- Stayed updated on BI trends and technologies, enhancing skills in Power BI, SQL Server, and SQL.
- Utilized MS SQL and data warehousing tools for data analysis and visualization.
- Automated reporting processes by creating dashboards for efficiency.

Information Technology: Computer Systems

Awarded May/2022

Southern Alberta Institute of Technology (SAIT), Calgary AB

Related Experience

Systems Consultant (Contract)

Oct/2022 – Mar/2023

Long View Systems | Calgary, AB

- Logged and documented incoming incidents using Service Now and Remedy.
- Assisted users with issues on specific programs using various remote desktop software.
- Resolved over 15 client concerns daily, employing effective communication and efficient problem-solving.

- Managed and processed more than 20 daily tickets, ensuring timely escalation to appropriate support teams.
- Provided technology solutions, including equipment and software, and offered technology consultations to customers.

Computer Support Technician (Internship)

May/2022 – Aug/2023

Iron Oak IT | Calgary, AB

- Provided technical support to 10+ clients daily, resolving hardware, software, and network issues.
- Documented 15+ support calls, including customer info and troubleshooting steps.
- Supported computer system installations, testing, and adherence to standards.
- Acted promptly to resolve issues, ensuring customer satisfaction.
- Collaborated with the team to address complex technical problems and managed computer system maintenance and inventory accurately.

Other Experiences

Server (Permanent Part-Time)

May/2023 – current

Great Events Catering | Calgary, AB

- Greeted over 100 guests per shift, providing the best customer experience. - Took over 100 customers orders and processed payments accurately
- Improved customer retention by 20% through welcoming customers and delivering exceptional customer service. Promptly handled daily customer concerns and inquiries with 98% customer satisfaction

Senior Marketing Consultant

Jul/2021 – Mar/2022

TELUS| Calgary, AB

- Conducted 40+ face-to-face customer interactions using various sales methods.
- Developed and executed sales strategies to exceed goals.
- Monitored market trends, competition, and customer feedback for improvements.
- Collaborated with cross-functional teams for campaign success and customer satisfaction.
- Prepared and presented sales proposals, maintained customer records, and fostered a positive team environment.

Licenses and Certifications

Connectwise Launch Manage Service – ConnectWise

Cyber Security (Short Course) – Oxford Home Study College

NSE 3 Network Security Associate – Fortinet

Expires January 2025

NSE 2 Network Security Associate – Fortinet

Expires January 2025

NSE 1 Network Security Associate – Fortinet

Expires January 2025