

# AFOLAYAN, Taiwo Ibrahim

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## Objective

I'm an experienced Data Analyst/Business Intelligence Specialist, Data Engineer, Revenue Assurance Analyst, and Certified Management Consultant with over 7 years of industry experience in telecommunications, consulting, transportation, insurance, accounting, fast-moving consumer goods (FMCG) and banking/financial sectors and a demonstrated history of success in SQL, Database Administration & Management, Data Analysis & Visualization, Service Delivery, Project Management, Application Programming, Computer Networking, and Web Development. I'm a motivated, self-disciplined individual with a strong technical background and a proven ability to work collaboratively with teams. My objective is to utilize my skills and knowledge to effectively contribute toward achieving organizational objectives and goals while continuously developing my professional proficiency and distinction. I'm an analytical, accountable, resourceful, and flexible professional who is dedicated to learning and growing in a dynamic and challenging environment.

## Technical Skills & Competencies

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- i. Skillful in Structured Query Language (SQL), MySQL, PostgreSQL, T-SQL, HQL, Oracle 10g/11g/12c/19c Database, BigQuery and MS SQL Server Administration.
- ii. Proficient knowledge of Application Environment such as SQL Loader, SQL Plus, SQL Developer, Toad for Oracle, DBeaver, SQL Navigator, MySQL Workbench, Anaconda, Visual Studio (SSDT), Oracle Virtual Box and VMWare.
- iii. Good knowledge working with cloud platforms such as AWS and Microsoft Azure.
- iv. Proficient knowledge with Big Data platforms such as Hive, and Hadoop.
- v. Good knowledge of Application Programming Languages such as PL/SQL, UNIX Shell Scripting, Python, and R.
- vi. Good knowledge of Operating Systems such as Windows, UNIX (Linux, HP-UX), Windows Server (2008/2012/2016/2019).
- vii. Proficient knowledge in using Microsoft Office Suite (Words, Excel, Access and PowerPoint) and Google Sheets.
- viii. Good knowledge of Business Intelligence Tools such as Oracle Business Intelligence Enterprise Edition (OBIEE), Think-Cell, Tableau, Microsoft SQL Server Reporting Services (SSRS), Microsoft SQL Server Analysis Services (SSAS) and Microsoft Power BI along with understanding of UI/UX tools.
- ix. Proficient knowledge in using UI/UX tools such as Figma, and Adobe Photoshop.
- x. Good knowledge of Auditing/EY proprietary tools such as General Ledger Analyzer and GL Finance Insight Analyzer.
- xi. Good knowledge of Data Analytics tool such as Audit Command Language (ACL), Alteryx Designer, Secure Analysis of Data (SAND), Google Analytics, and TIBCO Spotfire Analyst.
- xii. Good knowledge of Data Science Analytics tools such as Jupyter Notebook, KNIME and Seahorse.
- xiii. Good knowledge of ETL tools such as Microsoft SQL Server Integration Services (SSIS) and Microsoft SQL Server Management Studio (SSMS).
- xiv. Good knowledge of Business Environment, Statistics and Statistical Packages such as Microsoft Excel, SAS, and SPSS.
- xv. Good knowledge of Networking, Routing, Troubleshooting and IP Configuration (CCNA, HCNA).
- xvi. Good knowledge of Troubleshooting, and Maintenance of Computer System/Laptop.

## Professional Experience

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### ERNST & YOUNG

Marina, Lagos Island, Nigeria

December 2022 – Present

### POSITION: Senior Analytics Delivery Specialist

#### RESPONSIBILITIES:

- Provided data analytics support for audits of clients in consumer markets, financial services, and oil & gas companies, while ensuring appropriate oversight from the unit leader.
- Designed data extraction strategy and data transformation approach for clients and the audit team, utilizing analytics tools such as SQL, ACL, Alteryx Designer, and others to prepare EY proprietary tools for effective audit exercises.
- Performed front-end and back-end data extraction from a wide range of ERPs (such as SAP, Sage, Microsoft Dynamics, Oracle Financials) and databases to support audit engagements.
- Conducted revenue assurance reviews on selected transaction classes based on audit engagement complexity.

- Identified business process/control design lapses in addition to meeting requirements as a data analyst, providing recommendations for improvement using industry insights and research tools.
- Performed digital audit using automated tools for analytical procedures on selected accounts for evaluation of material misstatement or absence of anomalies to ascertain a high level of audit evidence.
- Collaborated with a team of professional business advisors and accountants to consult with clients and solve complex business problems.
- Engaged proactively in knowledge exchange sessions, fostering the professional development of junior colleagues through mentoring and coaching.
- Actively requested for and acted upon feedback gotten from the engagement manager and other team members.
- Attended weekly meetings to discuss pending issues or showstoppers.

## **BLUECHIP TECHNOLOGIES LIMITED**

*June 2022 – November 2022*

*Victoria Island, Nigeria*

### **POSITION: Senior Data Analyst II**

#### **RESPONSIBILITIES:**

- Developed and automated ETL pipelines on Big Data Interface (BDI) and business intelligence (BI) systems.
- Created and monitored automated jobs to support crucial business decisions.
- Generated daily, weekly, and monthly KPI reports and automated their creation and monitoring, enabling top executives to make informed decisions.
- Extracted data from SQL database and spooled it to Microsoft Excel for quick access and comprehension by business decision-makers.
- Collaborated with the Service Desk to address escalated customer complaints.
- Ensured timely response and resolution of issues with 24-hour Service Level Agreement (SLA) for Network Management System (NMS) support.
- Attended meetings daily to discuss pending reports or tasks and contribute to their resolution.
- Developed dashboards for top management executives to monitor key performance indicators (KPIs) such as inactive customers, restricted customers, non-transacting customers, average transaction count, and convergent users, providing business intelligence insights.
- Optimized existing reports to improve performance and efficiency.
- Designed and developed product performance dashboards and themes (user experience design) for the bank's digital channels, including Customer Lifecycle Management (CLM) for Alat and Wema.

## **OCTAVE ANALYTICS & INSIGHTS LIMITED**

*September 2018 – May 2022*

*Yaba, Lagos, Nigeria*

### **POSITION: Senior Data Scientist**

#### **RESPONSIBILITIES:**

- Employed analytical and business intelligence tools to tell compelling data stories.
- Created and updated campaign strategies and tactical plans to meet product and marketing goals.
- Analyzed complex data relationships within large data sets, particularly in transactional business banking group data, to determine customer value.
- Performed data aggregation by applying business rules and models, and used visualization tools like Tableau, Power BI, ThinkCell, and Microsoft Office to create analytical findings and recommendations for clients.
- Conducted data mining, wrangling, segmentation, and modeling to generate various reports using RDBMS (e.g., Oracle SQL, Microsoft SQL, MySQL, etc.).
- Ensured the daily update and backup of onsite databases and repository SFTP servers.
- Used data analytics and transaction channel optimization to identify customer behaviors and facilitate customer engagement.
- Engaged in systems and performance testing, proof of concept, and user acceptance testing (UAT) for projects.
- Adopted and implemented new technologies to improve services to clients.
- Collaborated with clients, stakeholders, and widely distributed teams both in-person and remotely.

## **NAIRTIME NIGERIA LIMITED**

*February 2016 – August 2018*

*Victoria Island, Lagos, Nigeria*

### **POSITION: Business Intelligence Developer**

#### **RESPONSIBILITIES:**

- Conducted data reconciliation to ensure accuracy and completeness of data.
- Managed Enterprise Data Warehouse, performing Data Warehouse/BI Administration using ORACLE SQL, ORACLE PL/SQL, and ORACLE OBIEE.
- Designed the extraction, transformation, and loading (ETL) process flows for data.
- Implemented process improvements, including performance tuning and workflow optimization.
- Assisted in developing data models for the data warehouse.
- Ensured daily updates and backups of onsite databases and repository SFTP servers.
- Developed methods to assess and track project health in collaboration with technical program management.
- Troubleshoot and resolved incidents related to data and data warehouse management.

**COKER AGUDA LOCAL GOVERNMENT DISTRICT AREA**

Nov 2014 – Nov 2015

Lagos, Nigeria

**POSITION: Human Resources Trainee (NYSC)****MEDIA PICTURES NIGERIA LIMITED**

Oct 2009 – Nov 2011

Palmgroove, Lagos, Nigeria

**POSITION: Graphics / Web Developer****TAVIA TECHNOLOGIES LIMITED**

Sept 2008 – Dec 2008

Ikeja, Lagos, Nigeria

**POSITION: Intern****Education****AJAYI CROWTHER UNIVERSITY, OYO, NG**

2017 - 2019

- Bachelor of Science (Hons), Computer Science (Second Class Upper)

**THE FEDERAL POLYTECHNIC EDE, EDE, OSUN, NG**

2012 - 2014

- Higher National Diploma (HND), Computer Science

**THE FEDERAL POLYTECHNIC EDE, EDE, OSUN, NG**

2007 - 2009

- National Diploma (ND), Computer Science

**Professional Membership & Certification**

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| ▪ Certified Management Consultant (CMC)   | 2020 – 2021    |
| ▪ Member, Data Science Network (DSN)  | 2020 - Present |
| ▪ Fellow, The Institute of Management Consultants (FIMC)                            | 2020 – Present |
| ▪ Affiliate Member, The Certificate in Quantitative Finance (CQF) Institute         | 2024 – Present |
| ▪ Member, The Information Systems Audit and Control Association (ISACA)             | 2024 - Present |
| ▪ Associate Member, African Data Engineering and Science Association (Ass. M-ADESA) | 2020 – Present |

**Courses/Certificates**

- **CYBRARY** - ITIL Foundation V3
- **DATA CAMP** - Data Analyst with Python
- **SIX SIGMA STUDY** - Six Sigma Yellow Belt
- **GOOGLE** - Data Analytics Professional Certificate
- **AVETA BUSINESS INSTITUTE** - Lean Six Sigma White Belt
- **HUAWEI UNIVERSITY** - HCNA Datacom Engineer & App Development
- **HYDATEK INSTITUTION OF COMPUTER** - Diploma in Business Computing
- **SCHOLARS INTERNATIONAL INSTITUTE OF TECHNOLOGY** - Diploma in ITIL
- **CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY** - Reverse Engineering
- **HEWLETT-PACKARD (HP) LIFE E-LEARNING** - Customer Relationship Management
- **NATIONAL YOUTH SERVICE CORP** - Discharge Certificate (Credential ID #A002670551)
- **PLURALSIGHT** - Effective Reporting with Power BI; Network Services for Cisco CCNA; ETL in SSIS
- **LYNDA.COM INC.** - Managing Project Communication; Business Etiquette: Phone, Email, and Text
- **GLOBAL GOODWILL AMBASSADORS LEARNING INSTITUTE** - Diversity, Sensitivity, and Inclusion
- **QUANTIC SCHOOL OF BUSINESS AND TECHNOLOGY** – MBA Fundamentals (Customer Discovery; Cultural Intelligence; One - Variable Statistics; Marketing I – Fundamentals; Finance - Time Value of Money; Accounting I - Debits & Credits; Microeconomics I- Supply and Demand; Entrepreneurship I - Customer Discovery)
- **NEW HORIZONS COMPUTER LEARNING CENTRE** - Oracle 11g Database Administrator (SQL, Associate & Professional)
- **CHARTERED INSTITUTE OF ENVIRONMENTAL HEALTH** - CIEH Level 1 & 2 Award in Health & Safety in the Workplace

**Extra-Curricular****ACCENTURE NORTH AMERICA DATA ANALYTICS AND VISUALIZATION JOB SIMULATION ON FORAGE -****February 2023**

- Completed a simulation focused on advising a hypothetical social media client as a Data Analyst at Accenture.
- Cleaned, modelled and analyzed 7 datasets to uncover insights into content trends to inform strategic decisions.
- Prepared a PowerPoint deck and video presentation to communicate key insights for the client and internal stakeholders.

## Recognition & Awards

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- 2020 Google Africa Developer Scholar
- YALI RLC Online Cohort 11, West Africa Alumni
- 2021 Ingressive for Good (I4G)/Datacamp Scholar
- Winner, MTN Nigeria TechFest 2018 Trivia Competition
- 2020 United Nations Association of New Zealand Awardee
- 2021 Tony Elumelu Foundation (TEF) Entrepreneurs Mentor
- Humanitarian of the Year, 2020 Prestigious Online Presence Awards (POPA)
- 2019 Tech Academy as “Best Personal Local Skills Development Program”, JCI Nigeria Presidential Awards
- Winner, Humanitarian and Voluntary Leadership Award - 2023 JCI Ten Outstanding Young Persons of Nigeria

## Projects

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**Organization:** BLUECHIP TECHNOLOGIES LIMITED

**Project Title:** Business Intelligence Optimization / Support

**Main Client:** 9mobile, Nigeria

**Role:** Data Analyst / Report Generation

**Tools:** SQL, Hive Query Language (HQL), ETL, Oracle Analysis Service (OAS), MS Excel, PostgreSQL, Big Data Interface (BDI), MS SQL Server Management Studio (SSMS), Linux, Hadoop, Hive, DBEaver, GuassDB

**Description:** Business Intelligence Optimization / Support included Network Management System (NMS), Advanced Inbound Management Solutions (AIMS), Bill Processing, and Sales Management Tools (SMT) Development.

**Organization:** BLUECHIP TECHNOLOGIES LIMITED

**Project Title:** Enterprise Data Warehouse

**Main Client:** Wema Bank, Nigeria

**Role:** Data Analyst / Power BI Developer

**Tools:** Microsoft Azure Synapse, Microsoft Azure Analysis Service, Microsoft Power BI on Synapse

**Description:** The project entailed the development, data warehousing, data analysis and visualization for data consolidation to aid the bank's strategic and operational management teams in their decision-making process, understanding the customer value, profitability, and interactions better to improve service levels and drive business growth.

**Organization:** OCTAVE ANALYTICS LIMITED

**Project Title:** Open Data Ecosystem Project for Nigerian Financial Institutions

**Main Client:** Nigeria Inter-Bank Settlement System Plc (NIBSS), Central Bank of Nigeria (CBN), Lagos Business School (LBS), Bill & Melinda Gates Foundation

**Role:** Data Scientist / Visualization Expert

**Tools:** Oracle DB, MS SQL Server, Toad for Oracle, SSIS, SSMS, Tableau, T-SQL, SQL

**Description:** Open Data Ecosystem project entailed the development, data warehousing, data analysis and visualization of Financial Inclusion using NIBSS Supply Side Data Stack (SSDS) and Geo Referencing Infrastructure Data for Development (GRID3) population data to derive various interbank distributions / segmentations of banked, unbanked, and underbanked population for government, policymakers and investors to solve national issues.

**Organization:** OCTAVE ANALYTICS LIMITED

**Project Title:** Customer Value Management and Data Analytics

**Main Client:** First City Monument Bank

**Role:** Data Scientist

**Tools:** SQL, T-SQL, MS SQL Server, Toad for Oracle, Microsoft Power BI, MS PowerPoint, Oracle DB, Python

**Description:** CVM and Data Analytics included Customer Dormancy Prediction, Transacting Base Health Check, Channel Optimization, Product Analytics and Product Recommendation.

**Organization:** NAIRTIME NIGERIA LIMITED

**Project Title:** MTN XtraTime

**Main Client:** MTN Nigeria / MTN Zambia / MTN Uganda

**Role:** Data Warehouse/ Data Analyst/ Report Generation

**Tools:** SQL, PL/SQL, Toad for Oracle, SQL Loader, MS Excel, Oracle DB, Linux, OBIEE

**Description:** MTN XtraTime project entailed the development, data warehousing and data analysis of the MTN XtraTime Business Application. This application in summary handles the critical business process and laid-down regulation surrounding subscribers borrowing and paying back of airtime from MTN. The Project entailed end-to-end process from USSD code initiation by subscriber-to-subscriber crediting or otherwise, application data warehouse, application data input, business reports generation and invoicing data.