Ola David *MSc, MSc, Prince2*

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Professional Summary

Results-driven business analyst with over 8 years of experience optimizing digital workflows and implementing data-driven solutions. Proven expertise in process mapping, requirements gathering, and collaborating with cross-functional teams to enhance operational efficiency. Skilled in translating complex business needs into practical solutions using agile methodologies and data visualization tools. Experience leading strategic change initiatives and digital transformation projects, with a track record of delivering measurable improvements in organizational performance and stakeholder satisfaction.

Skills

- Process Mapping & Workflow Optimization
- Digital Transformation
- Data Analytics & Visualization (Excel, Power BI, Tableau)
- Requirements Gathering & Documentation
- Cross-functional Team Collaboration
- Project Management: Agile, Waterfall and Hybrid methodologies
- Stakeholder Engagement and Communication
- Business Process Improvement
- Continuous Improvement (Lean Six Sigma Yellow Belt)
- Risk Management and Project Governance

Professional Experience

Data Science and Digital Skills Delivery Manager

Researcher Academy, University of Nottingham | June 2023 - Present

Process Mapping & Workflow Optimization:

- Designed and implemented digital workflow systems for over 1,000 researchers, increasing operational efficiency by 91.6%
- Spearheaded process mapping initiatives to identify bottlenecks and optimize data workflows across 5 faculties
- Led the implementation of agile delivery techniques to develop an innovative digital skills training platform from ideation through deployment

Data Analysis & Continuous Improvement:

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- Utilized Power BI and Excel to analyze program performance data, enabling data-driven decision making
- Implemented data-driven feedback mechanisms to continuously improve curriculum and address emerging skills needs
- Conducted research and polling to monitor attitudes towards AI adoption, analyzing results to inform strategic decisions

Cross-functional Collaboration:

- Coordinated with library services, IT, and research departments to align operational processes
- Facilitated cross-departmental working groups on governance, ethics, and research integrity, engaging stakeholders from 5 departments
- Built strong collaborative relationships with research leaders and interdisciplinary research leads

Senior Service Desk Analyst

Digital and Technology Services, University of Nottingham | January 2023 - June 2023

Process Improvement:

- Conducted stakeholder analysis and process improvements for technology implementation

- Developed knowledge base articles on emerging technologies, improving resolution rates by 7%

- Supported technical evaluation of service management tools, optimizing workflows for 46,000+ users

Director (IT Operations)

Global-Telectronix Services | July 2015 - September 2021

Digital Transformation & Process Enhancement:
- Led digital transformation initiatives across multiple regions, managing complex stakeholder requirements
- Implemented a Power BI dashboard for organizational KPI performance monitoring, resulting in a 35% increase in revenue
- Designed and implemented data pipeline and data warehouse using tools like Apache Kafka, Spark, Hadoop HDFS, and Kubernetes
- Created a strategy map linking business units, means, and optimizations, leading to a 17% increase in Gross Profit Margin over 2 years

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Education

MSc Data Science

Nottingham Trent University | December 2022

- Relevant coursework: Data Analytics, Machine Learning, Data Visualization, Ethics of AI

MSc Information Systems

University of Liverpool | July 2016

- Relevant coursework: Project Management, System Design, Business Process Analysis

Certifications

- PRINCE2 Foundation (2023)
- Lean Six Sigma Yellow Belt (2024)
- IBM Certificate in Prompt Engineering (2023)
- Azure AI Fundamentals (2022)
- TATA and Forage Data Visualization: Empowering Business with Effective Insights (2022)

Key Projects

Data Process Optimization Program (University of Nottingham)

- Spearheaded the development of a comprehensive digital skills training platform from ideation through deployment
- Mapped existing processes and implemented new workflows to increase training participation by 91.6%
- Utilized agile delivery techniques to balance priorities across diverse stakeholder groups
- Incorporated data-driven feedback mechanisms to address emerging skills needs

Business Intelligence System Implementation (Global-Telectronix)

- Designed and implemented organizational KPI monitoring dashboard using Power BI
- Mapped digital workflows and data pipelines across 22 African locations
- Created a strategy map linking business processes, delivering 17% increase in profit margin
- Led cross-functional team collaboration across multiple business units