MENSAH **MAY**

Phone: (443) 410-4063 | Email: amoakogladys844@gmail.com | Location: Glen Burnie, MD

PROFESSIONAL PROFILE

Detailed-oriented IT professional with over 7 years of IT experience in the Healthcare and Financial domain. Very passionate about projects and savvy with business requirements; translate them into clear and concise specifications; as well as extract and manipulate data from RDBMS to make cutting-edge and prudent decisions to improve the outlook of the organization. Always ready to unleash the skills and knowledge acquired over the years for the development and progress of the organization.

Technical Skills

* Operating Systems Win XP, Vista, 7, 10, Windows Server
* Databases MS SQL Server 2008/2012/, Teradata, MySQL

 5.2, 5.7, Oracle 9i, 10g, 11g, Snowflake, Salesforce

* ETL/Other Tools Alteryx, SSIS (Visual E

 Erwin Data M Studio), Erwin Data Modeler

* Querying Tools SQL Management Studio 2008/2012, SQL Developer
* Querying language SQL, PL/SQL, TSQL
* Business Intelligence Tools Power BI, Tableau, Excel

Skills Summary

* Ability to prioritize workloads and multitask to always meet deadlines.
* Strong teamwork skills due to experience working with a variety of different people in a wide range of environment.
* Self-motivated individual with strong communication skills, great attention to details and the ability to work under pressure.
* Exceptional organizational and time management skills and the ability to work independently.
* Possess a strong ability to adapt and learn new technologies and new business lines rapidly.
* Great understanding of SDLC methodologies such as Agile (specifically SCRUM).
* Excellent knowledge and ability to create reports, dashboards and Trend analysis with tools such as Excel and Tableau
* Experience and familiarity with publishing, scheduling, refreshing reports to Tableau Server
* Strong SQL skills for data wrangling, querying and transformation with Microsoft SQL Server and Oracle/Salesforce databases.
* Ability to consistently deliver results across shifting priorities and deadlines in fast paced environment

Work Experience

**Deloitte & Touché LLC**  June 2021 - Present

Arlington, VA

**DATA ANALYST | CONSULTANT**

* Carried out data extraction and data manipulation in excel to create preferred customer list as per business requirements.
* Involved in extraction, transformation and loading of data directly from different source systems like, Excel, Oracle, flat files and SQL Server.
* Develop, maintain and manage advanced reporting, analytics dashboards using Tableau Desktop.
* Identify and document limitations in data quality that jeopardize the ability of internal and external data analysts
* Used Pivot tables to create reports that did dicing and slicing functions on data. This provided a 360 view of what is going on via dimensional analysis.
* Interact with client to understand their business and reporting needs, including the identification of critical metrics and KPIs.
* Performing and documenting data analysis, data validation, and data mapping/design.

**TRUVEN HEALTH ANALYTICS** Aug 2019 – June 2021

Bethesda, MD

**REPORTING ANALYST | TABLEAU DEVELOPER**

* Executed ad hoc reporting requirements for executive management team.
* Worked with business intelligence tools like Tableau by connecting to SQL server and other file sources such as excel.
* Developed dashboards in Tableau Desktop that were ultimately published into Tableau Server.
* Developing, maintaining, and managing advanced reporting, analytics, dashboards and other BI solutions.
* Prepare high level analysis reports with Tableau.

**CITIZEN BANK** Apr 2017 - Aug 2019

Newark, DE

**SENIOR DATA ANALYST | TABLEAU DEVELOPER**

* Conceptualized and develop techniques, tools, metrics and dashboards for providing insight and for data visualization.
* Efficiently manage time for timely project deadlines as well as project and ad hoc requests.
* Provide relational DB expertise to construct and execute SQL quarries for data analysis activities.
* Good knowledge of portfolio analysis, wealth management and customer segmentation.
* Preparing Dashboards using calculations, parameters in Tableau.
* Communicate with clients to develop and translate a business requirement into an effective and insightful interactive analytical dashboard.
* Vast experience with the design and development of Tableau visualization solutions.
* Ability to work independently or in a team setting.
* Generated advanced Tableau dashboards that allowed business to track and improve customer units KPI.

**LOURDES MEDICAL CENTER** Jan 2015 - Apr 2017

Burlington, NJ

**BI DATA ANALYST | TABLEAU DEVELOPER**

* Assisted the organization in making strategic data-related decisions by analyzing, manipulating, tracking, internally managing and reporting data. Collaborated with users and developers to verify impacts of changes to design and cost estimates of the designs
* Preparing Dashboards for data insights.
* Develops reports with accurate, easy to read, useful information.
* Tests and maintains data integrity.
* Participates in the development of outcomes and process measures, including technical specifications, to enable population measurement, guideline implementation, and evaluation.

**Technical Skills**

* Data Analysis & Reporting
* Data Visualization
* Advanced Problem Solving
* Process Improvement
* Business Transformation
* Data Strategy

**Education**

* DREXEL UNIVERSITY - Bachelor of Science
* RUTGERS UNIVERSITY - Bachelor of Arts Biology

**Certification**

* Tableau Desktop Specialist