

Mohammed Suberu

ndajiyas@gmail.com

EDUCATION

Bridgewater State University	B. Sc. Finance	2015
Stanford University	Statistical Learning Certificate	2019

SKILLS

R, Excel, PHP, Node.js, Power BI, Looker, SQL, Microsoft, Salesforce, Tableau

EXPERIENCE

Self-employed March 2020- Present

Operations Analyst Randstad
Boston, MA March 2018- March 2020

- Discuss offerings with clients and maintain SLA's
- Monitor metrics to identify trends, root-cause analysis, and recommend solutions.
- Develop full-stack web applications which process, analyze, and render data visually.
- Manage time-sensitive updates, including content changes and database upgrades.

Technical Lead NTT Data Services
Boston, MA September 2015- March 2018

- Translated Salesforce data into actionable metrics for operational adjustments and reporting while supervising teams of 40+ associates. Provided administration for 500+ Salesforce users
- Created business process solutions and workflows for project management initiatives based on insights from Salesforce data analyzed in Excel.
- Performed acceptance testing and Quality Assurance to evaluate business requirements for site adoption using various project management methodologies.
- Created custom objects & fields, workflow and validation rules, page layouts, reports & dashboards in SFDC production environment for the client to observe KPI's.
- Managed executive level escalations and performed root cause analysis in the project management process.

Technical Support Dell Services
Boston, MA October 2014- September 2015

- Followed SDLC for adoption of several business systems.
- Reviewed and processed accounting transactions and invoices for payment.
- Implemented Salesforce for documenting customer data and agent activity.
- Used problem-solving skills to resolve technical health insurance issues for client and supported 60+ customer accounts per day through the resolution process.