

Chikomborero Dingolo

Business Analyst

New York, USA | +1 315 566 9701 | chikodingolo@gmail.com

linkedin.com/in/chikomborero-dingolo | github.com/dingolcd-hub

Professional profile

MBA graduate specialising in Business Analytics, with experience in requirements gathering, stakeholder engagement, data analysis and process improvement across workforce development, higher education and recruitment. Translates customer needs and analytical findings into practical recommendations, reporting and workflow improvements. Hands-on experience with Excel, SQL, Tableau, Python and AI workflow automation, including building and testing n8n solutions during a Wayfair externship.

Core capabilities

Business analysis: Requirements gathering and analysis, customer needs analysis, business process mapping, workflow analysis and process documentation.

Analytics and reporting: Data analysis, KPI reporting, trend analysis, data visualisation, market research and presentation of business recommendations.

Stakeholder and delivery support: Stakeholder communication, cross-functional collaboration, project coordination, activity tracking and process improvement.

Professional experience

Business Development Lead

Transition Trails | Remote | Mar 2026 - Present

- Increased stakeholder engagement by 30% by redesigning outreach, tracking and communication workflows to support consistent partner engagement.
- Established 10+ strategic workforce partnerships through a structured outreach pipeline, expanding organisational reach and community collaboration.
- Developed targeted service messaging to clarify the organisation's offering and improve stakeholder understanding.

AI Agent Engineering Extern

Wayfair | Remote externship | Jul 2026 - Aug 2026

- Analysed business requirements with mentors and cohort members and translated identified process needs into n8n workflow designs.
- Built AI agents integrating large language models to automate manual business processes.
- Tested, refined and documented AI solutions to improve workflow consistency and usability.

Graduate Assistant - Program Analytics & Reporting

Clarkson University | Potsdam, New York, USA | Aug 2024 - Dec 2025

- Improved recruitment pipeline visibility by 20% through tracking and coordination of 30-60 candidates per recruitment cycle.
- Analysed engagement and response trends in Excel, improving recruitment strategy outcomes by 25% and informing targeted outreach.
- Increased operational efficiency by 30% by streamlining outreach and scheduling workflows; strengthened stakeholder reporting and cross-functional communication.

Professional experience continued

Marketing Research Consultant

Clarkson University | Potsdam, New York, USA | Jan 2025 - May 2025

- Gathered customer needs through competitor analysis, surveys and interviews to support programme planning and identify improvement opportunities.
- Coordinated research and requirements discovery across 35+ participants and 30+ stakeholders, organising feedback for analysis.
- Analysed survey and market research data in Excel and SPSS, translating findings into presentations and actionable business recommendations.

Talent Acquisition Consultant

Global Selection Inc. | Johannesburg, South Africa | Jun 2023 - Aug 2024

- Achieved a 35% shortlist-to-hire conversion rate while managing 150+ candidate relationships and conducting 40-50 consultations weekly.
- Maintained accurate records for 100+ active candidates with zero compliance issues, supporting reliable data and efficient recruitment processes.
- Coordinated recruitment activities across 3-6 hiring managers simultaneously to reduce scheduling delays; exceeded placement targets through sourcing and referrals.

Selected analytics project

Retail Sales and Profit Analytics Dashboard

- Analysed multi-year retail transaction data in Tableau to identify profitability drivers and regional performance gaps.
- Built an interactive KPI dashboard with trend analysis to improve sales performance visibility and support pricing and product recommendations.

Technical skills

Data and reporting: Excel, SQL, Python, Tableau, SPSS and PowerPoint.

Business systems and collaboration: Salesforce, CRM platforms, Microsoft Office and Microsoft Teams.

AI and automation: n8n, Microsoft Copilot, ChatGPT, AI agent development, prompt engineering and workflow automation.

Education

Master of Business Administration in Business Analytics: Clarkson University

Bachelor of Social Sciences in Psychology: Africa University

Professional development and leadership

- LinkedIn Recruiter: AI-Powered Talent Acquisition (2026).
- McKinsey Forward Program participant (2025).
- Data Analytics and Software Engineering Bootcamps (two): Python, data analysis and structured problem-solving.
- Founder, Clarkson Consulting Club: led case practice sessions for 50+ students.
- EmpowerHER Hackathon (Women in Tech): delivered a cross-functional business solution within 48 hours at an event with 70+ participants.