HARRISON OWUSU

Harrybless2011@yahoo.com • Manassas, VA• C: (571) 425-2241

DATA ANALYST

PROFILE

- Data Administrative professional and a certified Data Analyst with experience in data management, data integrity and strong knowledge in performing Data Analytic tasks such as data wrangling, data cleaning, Data manipulation, Predictive Modeling, using tools such as SQL, Excel, Google sheets, and preparing reports for clients and management within the IT industry. Experience in Customer Data Management Principles.
- Possess strong knowledge of Business Data Analytics concepts, such as Data collection, Exploratory Data Analysis, Data mining, Data modeling, Data migration and Warehousing (ETL), Data Visualization with Tableau and Power BI for Business Insights. Proficient in Windows Suites: Word, Excel (VLOOKUP, Pivot Tables, Power Query), PowerPoint, Teams, Outlook and Access.
- Experience creating Adhoc data reports with SQL; creating Dynamic Profit & Loss Dashboard to evaluate historical financial performance of a business; and creating Dynamic Financial Forecasting Model to predict the future performance in revenue growth of a business.
- Ability to operate in a project based working environment; display sage leadership skills, up-to-date technical knowledge, demonstrate organizational skills, and critical thinking abilities.

PROFESSIONAL DEVELOPMENT, TECHNICAL SKILLS, & CERTIFICATION

Business Analytics Nanodegree_Udacity (October, 2023)

- Mastered data fundamentals applicable to any industry and learned to make data-driven decisions. Learned techniques such as collecting and analyzing data to modeling business scenarios. Students. Worked with Excel, SQL, and Tableau, and utilized data visualization skills to communicate findings.

Google Data Analytics Certificate • (September, 2024)

- Prepared, processed, and analyzed data to inform business decisions. Worked effectively to create visualizations to share findings with stakeholders and provide recommendations driven by data. This certificate covered the seven grounds of data science, worked with Google BigQuery, translated data into insights, worked on the power of statistical techniques to analyze data to identify patterns and relationships.

PROFESSIONAL EXPERIENCE

Prosegur/Securitas – Manassas, VA. April 2014-Present

Shift Supervisor

- Facilitated operational efficiency by implementing data-driven coaching and training programs on new security technologies, which improved response times and reduced policy violations by 20%.
- Improved client satisfaction by accurately analyzing and resolving 95% of client support tickets within SLA using advanced data analysis skills and proficiency in the SIM ticketing system.
- Strengthened access control processes by developing comprehensive access request reports, resulting in a 30% reduction in unauthorized access incidents and ensuring compliance with security protocols.

U.S. Army, Baltimore, MD. January 2012 -January2020

Cargo Specialist, Squad Leader

- Administered logistics operations by analyzing equipment listings and directives, improving accuracy in cargo documentation by 25% and ensuring timely material requisitions.
- Enhanced data accuracy and compliance by implementing rigorous validation processes for logistics and maintenance data reporting, reducing data discrepancies by 30%.
- Lead a team of 10 squad leaders to improve resource tracking and reporting through the development of detailed status reports, increasing transparency and response efficiency for material requestors by 40%.

PROJECTS

- **Adhoc Reporting**

Created a summary report by using SQL queries to clean, analyze and evaluate activities of Meetup groups in different US cities. Provided data-based business insights and recommended the five active groups that the marketing team should feature in their next campaign.

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- **Financial Modeling**

Modeled the financial performance of a selected company in the 2015 NYSE Financial Report and forecasted out financial growth metrics such as Gross Profit, Operating Profit, or EBIT for two or more years using three scenarios: Base case, weak case, and best case.

EDUCATION

- Liberty University, MS in Financial Management, GPA: 3.9, Expected Graduation, May, 2027.
- Liberty University, BS in Business Administration & Data Analysis, GPA: 3.76, May, 2026.
- Basic Leadership Training (BLC-US Army).
- Northern Virginia Community College, Diploma in General Studies.
- Institute of Commercial Management – United Kingdom, Graduate Diploma in Business Studies.

SOFT SKILLS

- Work Ethics, Time Management, Communication, Adaptability, Stakeholder Management, Research, Analysis, Presentation, Attention to detail.