

MICHEL BRIAN NGUEGANG

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SUMMARY

Business Intelligence Analyst with 3+ years of experience turning complex data into actionable insights that improve performance and decision-making. Strong background in SQL, Python, Excel, and BI tools, with a focus on automation, scalable dashboards, and data quality. Experienced partnering cross-functionally across marketing, operations, and revenue teams to drive measurable business impact.

WORK EXPERIENCE

Credico

Chicago, IL

Business Intelligence Analyst

April 2023 – Present

- **Optimized Data Ingestion:** Developed Python scripts to transform raw daily sales files into 90-day rolling datasets, reducing SQL database load times by 75% (from 1 hour 30 minutes to 22 minutes) across 15+ retail, insurance, and telecommunication campaigns.
- **Field Growth Analyzer:** Built a Qlik Sense Cloud dashboard for campaign and field-office performance, helping leaders track agent onboarding, net growth, retention, attrition, and turnaround; automated reporting saved 20+ hours weekly.
- **Implemented Critical Alert System:** Created a Python-based notification system to monitor Enterprise Data Warehouse failures and discrepancies, sending real-time alerts via Teams and email, improving response times by 100%. This project received commendation from leadership for its impact.
- **Streamlined Data Governance:** Designed Teams Group Alert system using Python, Teams Webhooks, and SQL queries to identify missing client files, PII violations, and data discrepancies. Developed backend scripts for data wrangling, profiling, and password encryption, enhancing data integrity and security across campaigns.

SKILLS

- **SQL Analytics:** CTEs, window functions, LAG/LEAD, ROW_NUMBER/RANK, conditional aggregation, cohort retention, KPI reporting, churn/MRR analysis, join debugging
- **Data & BI Tools:** MySQL, PostgreSQL, BigQuery, Python (Pandas/NumPy/automation), Excel (Power Query/DAX), Qlik Sense Cloud, Qlik NPrinting, Tableau
- **Analytics & Reporting:** Dashboard development, ad hoc analysis, data validation, trend/performance analysis, marketing/revenue analytics, data storytelling
- **Data Engineering & Quality:** ETL/data pipelines, data modeling, data quality/governance, relational databases, APIs/data integrations, AWS
- **Collaboration & Languages:** Stakeholder communication, requirements gathering, cross-functional collaboration, Git/GitHub, English/French native, Spanish beginner

EDUCATION

The Ohio State University, Max M. Fisher College of Business

Columbus, OH

Bachelor of Science in Business Administration

May 2022

- Specialization: Operations Management
- GPA: 3.39 | Dean's List, Spring 2021
- **Relevant courses:** Business Statistics, Business Analytics, Six Sigma, Strategic Management and Operations Planning

Professional Certificates

- Google Data Analytics Professional Certificate (Coursera) August 2022
- The Complete SQL Bootcamp: Go from Zero to Hero (Udemy) February 2023
- Python for Finance: Investment Fundamentals & Data Analytics (Udemy)
- Python for Data Science and Machine Learning Bootcamp (Udemy)
- Microsoft Excel: Business Intelligence w/ Power Query & DAX (Udemy) December 2024
- AWS Certified Solutions Architect – Associate (Amazon Web Services – AWS) March 2025

PERSONAL PROJECTS

- **Google Data Analytics Capstone:** Analyzed Divvy bikes data (08/2021–07/2022) using Excel and R to recommend marketing and operational improvements.
- **Bank Customer Churn Prediction:** Built a Python logistic regression model with oversampling techniques, achieving an 86% recall for predicting customer churn.
- **Superstore Sales Analysis:** Conducted SQL and Tableau-based analysis to uncover sales and profit trends, optimizing resource allocation and efficiency.
- **Additional GitHub Projects:** Created stock charts, linear regression models, and deep learning projects.