

ESTHER ADEKOYA

Prestatyn, United Kingdom | boladeesther97@gmail.com | +447495711456 LinkedIn: <https://www.linkedin.com/in/esther-bolade-busayo> Portfolio: <https://github.com/Reesestar>

SUMMARY

Results-driven **Senior Data Analyst with strong Data Engineering expertise** with a proven track record in designing, developing, and delivering scalable cloud-based data solutions. Experienced in **PySpark**, **Python**, and **SQL** for large-scale data analysis and transformation, with advanced skills in **Azure Synapse** for data integration, metadata deployment, and automation. Adept at creating impactful **Tableau** dashboards and CRM Analytics solutions to translate complex datasets into actionable business insights. Skilled in working across the full data lifecycle — from ingestion to transformation to visualisation — in collaboration with cross-functional teams.

EXPERIENCES

Data Analyst | Deloitte

September 2024 - Present, UK

- Reconcile and prepare financial data for global clients, achieving 100% accuracy in datasets exceeding 1 million records, ensuring compliance with audit standards using SQL and PySpark.
- Conducted **large-scale data analysis** for global clients using **PySpark** for distributed processing and **SQL** in Azure Databricks for bespoke analytical solutions.
- **Built and deployed data transformation solutions** using **Python** and **PySpark** in **Azure Synapse** to automate complex data workflows, including metadata deployment and content release processes, reducing manual intervention by 50%, boosting operational efficiency, and decreasing project turnaround time by 20%.
- Collaborate with cross-functional teams and stakeholders to elicit requirements, ensuring technology solutions meet business needs.
- Build and maintain interactive dashboards using CRM Analytics, Tableau, and Power BI, empowering clients with actionable insights, enhancing decision-making efficiency by 40%.
- Lead and mentor a team of contractors and junior analysts, resolving technical and industry-specific queries and supporting their day-to-day development.
- Develop training materials and onboarding resources for the wider team, and conduct interviews for new joiners into the Data Analytics team.

Team Administrator | Deloitte

August 2023 - September 2024, UK

- Managed and optimized analytics request systems, ensuring seamless allocation to team members and decreasing request processing time by 25%.
- Collaborated with cross-functional teams to develop innovative solutions, reducing manual work by 30% and improving system performance.
- Supported the development of data pipelines and automated reporting processes to improve accuracy and efficiency.
- Assisted in onboarding processes and optimized workflows, enhancing team productivity by 20%.

Data Analyst (Projects) | WayForward Ltd

June 2019 – September 2021, NG

- Designed data models to support reporting needs, achieving an 87% sales increase.
- Integrated data from multiple sources into Tableau and Power BI, creating dashboards that enabled data-driven decisions.
- Utilized SQL to develop a robust data warehouse, improving data accessibility and accuracy by 40%.
- Implemented data visualizations to communicate trends and actionable insights effectively.

Industrial Trainee | Ardova Plc

August 2017 – February 2018, NG

- Evaluated products and suppliers using SAP, reducing procurement costs by 15%.
- Optimized resource allocation, increasing operational efficiency by 20%.
- Developed strong supplier relationships, enhancing collaboration and product quality by 15%.

PROJECTS

Salesforce Consultant Quest

Clicked • <https://bit.ly/Esther-bolade> • October 2023 - November 2023

- Implemented a Knowledge Base system, reducing customer inquiries by 20%.
- Introduced self-help options, including FAQs and ChatBots, decreasing service requests by 15%.
- Streamlined workflows by integrating telephony systems with Salesforce, improving efficiency by 30%.
- Implemented a multi-channel support system to improve customer service responsiveness thereby reducing case resolution time by 25% and increased accuracy by 15%, contributing to elevated customer satisfaction levels.

Salesforce Business Analyst Team Sprint

Clicked • <https://bit.ly/Esther-bolade> • September 2023 - October 2023

- Conducted stakeholder interviews to elicit requirements, ensuring alignment with strategic goals and seamless execution.
- Crafted user stories and project plans, ensuring seamless execution and alignment with strategic objectives.
- Enhanced business efficiency through Salesforce-driven solutions, achieving measurable results.
- Thrived in a dynamic team environment, emphasizing effective collaboration under tight deadlines, presented findings to peers and industry professionals, solidifying my presence and expertise in the field.

EDUCATION AND CERTIFICATIONS

B.Sc Statistics (2019)

Federal University of Agriculture Abeokuta Ogun, NG

Certified Salesforce Administrator	2023
Salesforce Certified AI Associate	2023
Certified Tableau CRM and Einstein Discovery Consultant	2024
Business Analysis Coven Works	2023
Virtual Work Experience GSK	2023
Introduction to Data Science	2020

SKILLS

Data Analytics: Python, PySpark, SQL, Power BI, Tableau, Excel, SPSS, R-Studio, Google Sheets, CRM Analytics

Data Engineering & ETL: Azure Synapse, Azure Databricks, Data transformation notebooks, metadata deployment, automation scripts, ETL pipelines,

Technical Proficiency: CRM Analytics, SAQL, Salesforce, Jira, Slack

Business Intelligence & Reporting: Dashboard development, KPI tracking, Data modelling, Data storytelling, Eliciting Requirements, Process Mapping, Business Case writing, User Stories Creation, Process Mapping,

Soft Skills: Stakeholder engagement, problem-solving, mentorship, adaptability, communication, requirement gathering, process optimisation