

# DEBORAH NGGITA MSHELBWALA

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## PROFESSIONAL SUMMARY

I am an experienced data analyst with expertise in leveraging datasets to drive business improvement, I specialize in developing actionable solutions to complex business challenges. My proficiency in data tools and visualization techniques enables me to create meaningful insights that are easily comprehensible to technical and non-technical stakeholders. I possess exceptional verbal and written communication skills, which enable me to translate complex data insights into clear and concise reports for stakeholders at all levels.

## WORK EXPERIENCE

### RKY Consulting Services UK | Business Intelligence/Data Analyst

2023

- Gathered, analyzed, and translated complex raw data into productive information and visually & rationally communicated results to corporate stakeholders.
- Increased business efficiency by 32% by customizing dashboards to manage and track enterprise information, inputs, and outputs.
- Implemented effective, secure data management and analysis processes to guarantee data validity, sufficiency, and accuracy.
- Retained client interest by keeping current on recommendations, responding to them, and offering insights for all company planning and forecasting operations.
- Developed a practical strategy to maximize organizational advantages through analysis and strategic sourcing for direct and indirect profits, resulting in a 35% increase in organizational performance.
- Developed Power BI dashboards and provided solutions to identify and assess data to illustrate the fallout rate of clients involved in the product-purchase funnel, increasing customer satisfaction & retention by 25%.

### Amazon Ema2 Nottingham UK | Fulfilment Associate

2021 - Present

- Managing stock levels using IT systems and digital devices.
- Ensuring accurate packaging of items for just-in-time delivery and maintaining high packaging rates.
- Confirming merchandise information matches the work order and inspect the merchandise for damage, flaws, and irregularities, which are escalated when discovered.
- Packaging merchandise ahead of delivery, managing the delivery process with drivers and delivery trucks and finalising the work order by updating the database.
- Participating in administrative training across departments, enhancing my time management, customer service, administrative, coordination and communication skills, and advancing the efficiency of the supply chain.
- Processing and deciphering work orders.

**Department of Outdoor Advertisement and Signage (DOAS), Nigeria |**

**Office Administrator**

**2019 -2020**

- Successfully issued all categories of receipts to customers and contributed to creating awareness of the need for billboard registration.
- Collaborated with the enforcement team in taking down illegal billboards and provided administrative assistance where necessary across the group.
- Improved the documentation process of customers' information by evaluating and documenting the progress, which led to the organization of files for future reference.
- Developed and issued hospitable content, including notes, announcements, and relaying instructions to department members.
- Managed the on-field team, ensuring they adhered to the department policies.
- Kept records of monthly costs and reconciled receipts.

**EDUCATION**

Sheffield Hallam University, UK | MSc. Accounting and Finance

**2022**

Bingham University, Nigeria | BSc. Accounting

**2019**

**CERTIFICATIONS**

- CPD Certified Data Analysis Bootcamp (Data Analysis and Business Intelligence) RKY Consulting Service Limited, UK **2023**
- CPD Certified Data Analysis (Data Analyst Diploma) Pitman Training Limited, UK **Ongoing**

**SKILLS**

**CORE TOOLS**

- MS Word
- Power BI
- MS Excel
- MS Office 365
- Tableau
- SQL

**SKILLS**

- Data Management
- Stakeholder Management
- Data Visualization
- Team leadership
- Budget Management
- Data Modelling