

# Nankwai F.P Kwalmi

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## Areas of Expertise

Process Improvement/Strategy  
Cross-departmental Collaboration  
Leadership & Delegation

Critical Decision Making  
Project Management  
Analytical/Data-Based Reporting

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## Experience

### The Arc of Chesapeake Region - Severn, MD

*February 2018-Present*

#### BI/Data Analyst

- Design and construct customized data collection models for specialized visualization tasks.
- Identify process improvement pathways that slashed expenditure rates by 10% resulting in \$150k cost savings.
- Developed intelligence-sharing dashboards with tableau, providing company-wide access to collected data to promote data-based decisions and transparency.
- Collaborate with cross-departmental team members to optimize data, including integrating processes to maintain accurate databases.
- Review organizations' data to ensure it is accessible, usable, and stored in compliance with HIPAA and PHI regulations.
- Import and clean data from databases and enterprise software using ETL procedures.

### Behavioral Framework - Rockville, MD

*December 2017-February 2018*

#### IT Help Desk Technician

- Annotated procedures for IT assistance in LANs, routers, peer-to-peer file sharing, connectivity of remote desktop servers, TCP/IP networking, and more.
  - Constructed basic end-user troubleshooting and desktop support on Windows, Linux, and Mac systems to ensure customer satisfaction and issue resolution.
  - Responded to user inquiries at a rate of 25 per with optimal customer service skills.
  - Diagnose, troubleshoot and resolve a range of software, hardware, and connectivity issues.
  - Excel in asking probing questions and researching, analyzing, and rectifying problems with IT, saas platforms, email issues, phone connectivity, or software updates.
  - Manage administrative server functions, including back-ups, upgrades, recovery, management of disk space, and more
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## Technical Skills

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|------------------|------------------|-------------------|
| • Git            | • Azure, Aws     | • Relational Data |
| • SQL            | • Data cleansing | • Tableau         |
| • Basic Python   | • Power BI       | • Data Analysis   |
| • Microsoft suit | • (ETL)          | • Modeling        |
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## Education

*January 2012*

### Near East University - Cyprus

Bachelor of Arts: International Relations