

# YOMI JUNIOR ISMAIL

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Versatile Data and Operations professional with a proven track record in data engineering, supply chain optimization, and customer success within fintech, e-commerce, and corporate environments. Experienced in designing end-to-end data pipelines, implementing ETL workflows, and developing interactive dashboards in Power BI and Tableau to drive data-driven decision-making. Skilled in operational leadership, process optimization, KPI monitoring, and cross-functional project management, consistently delivering efficiency gains, cost reductions, and service excellence. Adept at analyzing complex datasets, identifying patterns, and applying insights to improve system performance, enhance customer engagement, and support strategic business objectives. Combines technical proficiency with operational acumen to bridge data analytics and business strategy effectively.

## TECHNICAL SKILLS

- **Programming Languages:** Python, SQL
- **Big Data Technologies:** Apache Hadoop, Apache Spark, Apache Kafka
- **Cloud Platforms:** Amazon Web Services (AWS), Google Cloud Platform (GCP), Microsoft Azure
- **Database Management Systems:** MySQL, PostgreSQL, MySQL Server
- **Data Warehousing:** Amazon Redshift, Google Big Query
- **ETL Tools:** Apache AirFlow
- **Data Visualization:** Power BI, EXCEL

## CORE COMPETENCIES

- Data Pipeline Development
- ETL (Extract, Transform, Load)
- Machine Learning Pipelines
- Data Warehousing
- Big Data Processing
- Data Integration
- Real-Time Data Streaming
- Data Lake Management
- Batch Processing
- Data Ingestion
- Data Visualisation
- Cross-Functional Collaboration
- Stakeholder Communication
- Agile & Scrum Methodologies
- Problem-Solving & Critical Thinking

## PROFESSIONAL EXPERIENCE

### Data Engineer

Amdari Inc., UK

January 2026 - Present

- Designed and maintained end-to-end data pipelines using Python, SQL, and Apache Airflow, improving real-time and batch data processing efficiency by 35% and ensuring seamless integration across multiple business systems.
- Optimized PostgreSQL database architecture through schema normalization, table partitioning, and query tuning, achieving a £10,000 quarterly cost reduction in AWS S3 storage while enhancing query performance by 40%.
- Developed and deployed interactive data dashboards in Power BI, reducing executive decision-making time by 30% through access to reliable, high-quality insights.
- Automated repetitive workflows using Apache Airflow DAGs and Python scripts, eliminating 20+ hours of manual data processing per month and improving operational throughput.
- Conducted root cause analysis on data inconsistencies using SQL and Python (pandas), reducing reporting errors by 25% and strengthening data validation processes.
- Partnered with business and product teams to translate requirements into scalable data solutions, enabling alignment between data strategy and company objectives, which boosted project delivery efficiency by 20%.
- Enhanced cloud infrastructure reliability through Grafana and Jenkins-based performance monitoring, minimizing downtime and improving cloud-based system uptime to 99.9%.
- Integrated CI/CD pipelines using Docker, Jenkins, and GitHub Actions, ensuring consistent deployment of ETL workflows and reducing release rollbacks by 50%.

### Operations / Supply Chain Manager

Marvgallup Group Ltd, London, England

January 2026 – Present

- Lead end-to-end project delivery, including strategic planning, budgeting, resource allocation, implementation, and evaluation, achieving 95%+ on-time project completion.
- Oversee daily operations across procurement, logistics, warehousing, and distribution, leveraging data analytics to improve operational efficiency by 20–25%.
- Design, implement, and optimise operational processes and systems using data insights, reducing costs by 10–15% while aligning with strategic objectives.

- Monitor supplier and logistics performance through KPI tracking and dashboards, negotiating contracts and driving 10–20% improvement in supplier performance metrics.
- Implement data-driven reporting frameworks to track operational metrics, workflow efficiency, and risk management, ensuring 100% audit readiness and regulatory compliance.
- Serve as a key liaison for clients and stakeholders, using analytics to inform decision-making, optimize service delivery, and strengthen business relationships.

### **Retail Assistant / E-commerce Support**

**Yawee Foods Limited, Ipswich/Colchester, England**

**January 2025 – January 2026**

- Delivered responsive customer support across physical and digital platforms, using CRM and ticketing data to track and resolve issues efficiently.
- Supported backend content updates on the company website, ensuring data accuracy, consistent product information, and seamless customer experience.
- Analyzed customer inquiries, returns, and complaints to identify patterns and inform process improvements, reducing repeat complaints.
- Monitored daily transactions and stock levels, creating reports and dashboards to track inventory trends and optimize restocking decisions.
- Generated insights on product performance and customer behavior using sales data, supporting marketing and operational decision-making.

### **Product Operations Associate (Acquisition & Retention)**

**NOMBA (Formerly Kudi) – Fintech & Digital Banking Solutions**

**October 2022 – December 2024**

- Managed and resolved incidents related to the company's mobile application, website, and SMS infrastructure, improving system uptime and service reliability to over 80%.
- Led cross-functional incident response efforts with engineering, customer success, and compliance teams, using root cause analysis to prevent recurring issues.
- Processed and tracked technical support tickets in Zoho CRM, ensuring SLA compliance and generating trend reports to identify systemic issues.
- Monitored real-time system alerts and transaction data to detect anomalies, applying predictive insights to reduce downtime and enhance user experience.
- Conducted quantitative analysis of user engagement and product adoption using Tableau, Mixpanel, and SQL queries to guide retention strategies.

### **Customer Success Associate**

**February 2022 – October 2022**

- Delivered personalized, multi-channel customer support while tracking and analyzing CSAT and NPS metrics, contributing to a 90–95%+ satisfaction score.
- Collaborated with internal teams and used ticketing data to identify recurring issues, implementing process improvements that reduced average resolution time by 25%.
- Monitored customer interaction patterns and generated reports on support trends, enabling proactive interventions and reducing repeat inquiries by 20%.
- Maintained detailed knowledge base documentation and support logs, ensuring data accuracy for trend analysis and decision-making.

### **Customer Care Officer / Assistant ATM Custodian**

**ACCESS BANK PLC**

**September 2019 – February 2022**

- Supported customers across the full lifecycle (onboarding, activation, usage, issue resolution, and retention) while tracking engagement and CSAT metrics, maintaining 90–95%+ satisfaction scores.
- Acted as the primary point of contact for inquiries and complaints, logging all interactions in CRM systems to enable trend analysis and process improvement.
- Onboarded customers onto mobile banking platforms, analyzing adoption and usage data to optimize digital engagement and self-service adoption rates.

**Financial Inclusion Partner****INTERSWITCH GROUP****April 2019 – September 2019**

- Identified, recruited, and onboarded 20+ new agents within assigned territories, tracking recruitment metrics and performance KPIs to optimize market coverage.
- Designed and delivered structured training sessions on IFIS products and services, monitoring agent competency and compliance to ensure 100% product knowledge adherence.
- Provided field support and conducted operational audits for agents, analyzing transaction and performance data to identify bottlenecks and increase productivity by 15–20%.
- Generated weekly performance dashboards using Excel/Power BI to track agent activity, transaction volumes, and revenue contribution for senior management.

**Direct Sales Executive****STERLING BANK PLC****November 2018 – March 2019**

- Executed targeted sales campaigns for banking products and services, consistently achieving and exceeding monthly sales KPIs.
- Identified and analysed new market opportunities, tracking potential leads and contributing to a 15–25% growth in regional sales pipeline.
- Conducted structured market research, collecting, cleaning, and interpreting data to provide actionable insights for marketing, product development, and R&D teams.

**EDUCATION**


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**Higher National Diploma (HND), Chemical Engineering - Lagos State University of Science and Technology, Nigeria | 2013**

**CERTIFICATION**


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**Data Engineering (10Analytics) – Jan 2026**

**Diploma in Web Development (Udemy) – Nov 2024**

**Power Automation for Beginners (Alison) – Jul 2023**

**Introduction to Tableau Desktop (Alison) – Jul 2023**

**Product Analytics Micro-Certification – Product School – Jan 2023**

**Fundamentals of Digital Marketing – Google – Jul 2020**

**Basic Banking Operations – FITC – Apr 2018**