

# ADURAGBEMI OGUNDEJI

MSc Artificial Intelligence & Data Science | Data Analysis & Client-Facing Technology

London, UK • 07868 872820 • D.ogundeji-2025@hull.ac.uk • linkedin.com/in/aduragbemi-ogundeji-34277b24a

## PERSONAL PROFILE

MSc Artificial Intelligence and Data Science student at the University of Hull with an Economics background and hands-on experience across data analysis, customer support and client engagement. I work confidently in Python (pandas, NumPy) and SQL, and build clear, decision-ready dashboards in Power BI and Tableau. I combine that technical grounding with commercial experience gained in fintech sales and high-volume, customer-facing environments, so I am comfortable translating data into something non-technical stakeholders can act on. Now looking for a data analyst, analytics or technology-focused role where I can apply both sides.

## KEY SKILLS

|              |                                                                                                                                                |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Technical    | Python (pandas, NumPy), SQL, Power BI, Tableau, Git, Microsoft 365 (advanced Excel), JIRA, ServiceNow                                          |
| Analytical   | Data cleaning & quality assurance, reporting & dashboarding, requirements gathering, data-driven problem solving, testing                      |
| Commercial   | Client engagement, stakeholder management, solution implementation, user enablement, business development                                      |
| Professional | Written & verbal communication, technical documentation, process improvement, cross-functional collaboration, prioritising competing deadlines |

## PROFESSIONAL EXPERIENCE

British Red Cross June 2026 – Present

Customer Service & Administrative Assistant, London, UK

Humanitarian charity operating in over 80 countries, funded in the UK in part through a national network of charity shops.

- Welcome and support over 200 customers and donors a day, handling enquiries in person, by phone and by email and resolving issues at first point of contact, contributing to a 5% rise in customer satisfaction scores.
- Manage more than 100 customer interactions each week while maintaining consistent service standards during peak periods.
- Keep front-of-house presentation to standard by replenishing stock, organising donation areas and preparing meeting rooms for internal and external use.
- Report operational issues and stock concerns to management, supporting smooth day-to-day running of the site.
- Build relationships with repeat donors and volunteers, encouraging ongoing engagement and repeat donations.

Arsenal Legend Global October 2025 – Present

Retail Assistant, London, UK

Sports and events business specialising in premium hospitality, corporate events and fan engagement at major venues.

- Assist over 100 clients daily in a fast-paced premium retail environment, identifying needs and making tailored recommendations that lifted customer satisfaction by 25%.
- Process point-of-sale transactions and payments accurately, cutting average customer waiting time by 20%.
- Maintain visual merchandising and stock accuracy across 10+ product displays to keep the shop floor well presented and correctly stocked.
- Contributed to a 25% increase in overall sales by building rapport with returning clients and improving product visibility.

Tech Studio Consults December 2025 – May 2026

Data Analyst, Lagos, Nigeria

Technology consultancy delivering digital customer experience, IT services and data-driven solutions.

- Supported 500+ corporate customers, analysing requirements and coordinating IT solutions, improving on-time project completion by 20%.
- Maintained data accuracy across multiple systems, running quality assurance checks and resolving inconsistencies to reduce data errors by 30%.
- Used SQL, JIRA and ServiceNow to investigate and resolve complex issues, reducing average resolution time by 35% and improving client satisfaction scores by 18%.
- Mentored and onboarded 50+ junior team members, contributing to a 25% increase in team productivity.
- Overall impact: around 30% improvement in operational efficiency through better delivery performance, cleaner reporting and stronger team output.

Fintava Technology May 2025 – May 2026

Sales Strategist (Remote, Canada-based company)

Fintech providing Banking-as-a-Service and card issuance infrastructure, enabling businesses to embed accounts, wallets and payment cards through plug-and-play APIs.

- Retained five major accounts long term through dedicated account management, sustaining a multi-million transaction processing pipeline.
- Won new market share by pitching tailored Banking-as-a-Service and payment processing solutions to high-growth businesses.
- Streamlined client onboarding so enterprise accounts processing very high monthly volumes could integrate technically without delay.
- Overall impact: added recurring transactional revenue that supported the company's market expansion.

## EDUCATION

MSc Artificial Intelligence and Data Science — University of Hull, London Campus May 2026 – April 2027

Modules: Introduction to Programming (Python), Fundamentals of Data Science, Understanding Artificial Intelligence, Big Data and Data Mining, Applied AI.  
Predicted classification: Distinction.

**BSc Economics — University of Ilorin, Nigeria** October 2016 – September 2024  
Modules: International Finance, Econometrics, Microeconomics, Macroeconomics, Development Economics, Psychology of Learning.

**PROJECTS**

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- Hackathon Team Lead — Landmine Detection Solution** July 2026
- Led a cross-functional team of 10+ in designing and building a technology-driven landmine detection prototype to a competitive deadline, coordinating task allocation, development and presentation strategy.
  - Directed implementation, debugging and testing, and supported team members to keep the workflow moving and deliver a fully functional prototype.
  - Presented the solution to judges, demonstrating technical functionality, innovation and real-world impact.
  - Outcome: 1st place in the final competition.

**VOLUNTEERING**

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- Project Coordinator, WinterKind Project — Enactus UK & Ireland** June 2026
- Coordinated 150+ volunteers across donation drives and winter aid distribution for vulnerable communities in London.
  - Organised fundraising and outreach activities, increasing community support and strengthening local engagement during the winter campaign.

**ADDITIONAL INFORMATION**

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|------------|---------------------------------------------------|
| Languages  | English (fluent)                                  |
| Interests  | Programming, riding, reading, crochet and cooking |
| References | Available on request                              |