

OLUJUWON OMOTIBA

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PROFESSIONAL SUMMARY

Certified AI Transformation Leader, Microsoft Certified Trainer (MCT), and digital transformation professional with 6+ years of experience delivering data, analytics, automation, governance, and technology enablement initiatives across public and private sector environments. Proven expertise in cross-functional programme leadership, driving digital adoption, operational improvement, and establishing enterprise governance frameworks. Adept at leveraging Microsoft 365, Power Platform, Power BI, and AI-enabled business solutions to deliver measurable benefits.

Demonstrated ability to translate strategy into actionable programmes, establish robust governance structures, manage risks and dependencies, and lead stakeholder engagement and training delivery. Deeply committed to responsible AI and digital inclusion, currently leading community-based AI and digital skills programmes to foster safe and effective adoption of emerging technologies.

CORE COMPETENCIES & TECHNICAL SKILLS

- AI Transformation Programme Leadership
- Digital Transformation & Change Delivery
- Responsible AI Governance
- Microsoft 365, Copilot Readiness & Power Platform
- Power BI, Data-Driven Decision Support & Performance Reporting
- Governance Forums, Risk, Issues & Dependencies
- Stakeholder Engagement & Cross-Functional Collaboration
- Training, AI Literacy & Organisational Adoption
- Data Governance, Information Security & Compliance

PROFESSIONAL EXPERIENCE

Senior Data Governance & BI Analyst

August 2025 – Present

Softclue UK — United Kingdom

- Lead digital transformation and AI enablement initiatives, supporting organisations and community programmes to adopt AI-powered solutions and modern digital tools.
- Develop governance frameworks, policies, and operating procedures to support responsible, secure, and compliant use of data and AI technologies.
- Facilitate cross-functional workshops with technical teams, business leaders, and operational stakeholders to align priorities and drive programme delivery.
- Design and implement Power Platform and Power BI solutions that improve productivity, reporting, and decision-making. Provide strategic guidance on AI adoption, automation opportunities, and digital capability development.
- Lead training and change management activities that increase digital literacy and technology adoption across diverse user groups.
- Establish programme monitoring frameworks, performance metrics, and reporting mechanisms to track outcomes and support continuous improvement.
- Coordinate multiple workstreams simultaneously, managing risks, dependencies, governance requirements, and stakeholder expectations.

Business Intelligence Specialist

January 2023 – August 2025

Teleperformance UK — United Kingdom

- Developed and maintained Power BI dashboards and management reports, enabling stakeholders to monitor performance through clear, reliable, and well-structured data outputs.

- Supported data standardisation and master data improvement activity to reduce duplication, improve consistency, and strengthen confidence in reporting.
- Formulated comprehensive data quality assurance metrics and validation frameworks, achieving a notable 22% improvement in reporting accuracy across core corporate systems.
- Managed the migration and alignment of standard schemas into centralized Master Data Management (MDM) records, documenting definitive data dictionary standards and retention policies.
- Developed complex data models and dynamic interactive summaries using Power BI (DAX, Power Query) to track business operational trends while keeping all active reporting completely audited.

Power BI Developer

October 2020 – January 2023

Vantage Hub

- Extracted, cleansed, and modeled structural customer care performance data across distributed global systems utilizing optimized SQL queries and custom automated pipeline models.
- Transitioned legacy flat-file spreadsheet reporting matrices into unified, interactive enterprise Power BI dashboards, saving leadership multiple hours per week in strategic oversight routines.
- Enforced structured access controls, field tokenizations, and secure data handling procedures for highly sensitive consumer profile data, ensuring alignment with external SLA and regulatory benchmarks.
- Delivered technical analytics workgroup training sessions to standard business groups, supporting a data-driven culture and accelerating analytical technology adoptions.

Data Analyst

October 2019 – October 2020

Tek Experts

- Extracted, cleansed, and organised data sets for operational reporting, helping to improve accuracy and support dependable business insight.
- Assisted with documenting standard operating procedures for data handling, contributing to more consistent, controlled, and secure working practices.
- Collaborated closely with infrastructure teams to maintain structural integrity across production databases, monitoring daily integration jobs and systematically debugging ETL workflow discrepancies.
- Generated clear analytical summaries, exception reports, and operational capacity trackers that helped engineering managers maximize global technical support team allocations.
- Documented end-to-end data processing protocols and operational workflows, creating a standardized knowledge base that significantly accelerated new team-member technical orientations.

AI TRANSFORMATION & PROGRAMME LEADERSHIP HIGHLIGHTS

- Founder and Programme Lead for the Softclue Community Programme – Unlocking Digital Potential (<https://digitalskills.softclue.uk>) a grant-funded digital transformation initiative supporting residents with AI, digital literacy, data skills, employability, and technology adoption.
- Led programme planning, governance, safeguarding compliance, stakeholder engagement, community partnerships, marketing campaigns, venue management, learner onboarding, and delivery operations.
- Designed AI awareness and digital capability programmes to support responsible technology adoption across diverse audiences.
- Delivered Microsoft 365, Power Platform, Power BI, AI Fundamentals, and digital productivity training as a Microsoft Certified Trainer.
- Established governance processes, programme reporting, risk management, stakeholder communications, and benefits tracking across transformation activities.
- Certified AI Transformation Leader (AB731), with practical experience advising organisations on AI readiness, adoption strategies, governance, and workforce enablement.

SELECTED BI PROJECTS

Operational Performance Dashboard

Designed an interactive dashboard to track operational KPIs and trends, enabling stakeholders to monitor performance and identify improvement opportunities.

Link:

<https://app.powerbi.com/view?r=eyJrIjojYmUzOTJiODYtZDNhMC00NWJlTikNDMtYmVmNjFhMmI2NTZiliwidCI6ImFmMWM2MmYyLWNhYTmtNDhjZS1hMDY1LThlOWZmNjRjMDMwZCJ9>

Workforce & Productivity Analytics Report

Built a workforce analytics solution providing insight into utilisation, productivity, and team performance through DAX-driven metrics and interactive visuals.

Link:

<https://app.powerbi.com/view?r=eyJrIjojNTk0ZWZmN2MtMDA3MS00YTg2LTgxN2EtODg1YjViMmZmNmFlliwidCI6ImFmMWM2MmYyLWNhYTmtNDhjZS1hMDY1LThlOWZmNjRjMDMwZCJ9>

Data Insights & Trend Analysis Dashboard

Developed a multi-source reporting solution delivering trend analysis, KPI tracking, and drill-down insight to support better decision-making.

Link:

<https://app.powerbi.com/view?r=eyJrIjojODJlNjBkNTMtOTAzZC00YzU2LWI4M2ltYmQ5YjAwMGU2ZTM0IiwidCI6ImFmMWM2MmYyLWNhYTmtNDhjZS1hMDY1LThlOWZmNjRjMDMwZCJ9>

Additional Portfolio

Built and published 15+ Power BI projects across domains including sales, finance, HR, call centre, insurance, customer analysis, banking, and public-sector analytics.

Link: <https://github.com/OLUJUWON-OMOTOBA/Power-Bi-Projects>

CERTIFICATIONS & EDUCATION

Microsoft Certified Trainer (MCT)

Authorized Enterprise Technical Training & Guidance Delivery

Microsoft Certified: Power BI Data Analyst (PL-300)

Advanced Enterprise Modeling, Data Preparation, & Visualization

Microsoft Certified: Power Platform Developer (PL-400)

Custom System Automations, App Architecture, & Integration

Microsoft Certified: Azure AI Engineer Associate (AI-102)

Cognitive Services Integration & Compliant AI Deployment Architecture

Microsoft Certified: AI Transformation Leader

Capable of Implementing generative AI solutions for businesses

Google Certified Educator

Digital Learning Architecture & Technical Mentorship Methods

AI Security and Governance

Capable of Integrating AI considering compliance obligations, AI risk management and frameworks that ensure responsible innovation

Level 2 Diploma in Digital & IT Skills — 2026

Gateway Qualifications, UK

Bachelor of Technology (B.Tech.) - 2014

Computer Engineering

PROFESSIONAL REGISTRATION

Data Protection Consultant – ICO Reference: <https://ico.org.uk/ESDWebPages/Entry/ZC089871>

References

Available on Request