
FREDERICK SOH

Glenolden,PA ♦ (346) 269-5032 ♦ fredericksoh1@gmail.com

PROFESSIONAL SUMMARY

Experienced business intelligence professional well-versed in data analysis and generating insightful reports using Tableau. Skilled in helping organizations make data-driven decisions through sound judgment and analytical strengths. Strong communication and problem-solving abilities.

SKILLS

Technical Skills

- Data analysis & reporting
- Tableau Desktop
- Tableau Online
- Microsoft Power BI
- Data visualization
- Salesforce
- Microsoft Power BI
- Tableau Prep
- MS-SQL Server
- Alteryx

Soft Skills

- Teamwork
- Problem Solving abilities.
- Strong communications

WORK HISTORY

Business Intelligence Developer, 01/2023 – present

LUCET (formerly New Directions + Tridium)

- Responsible for gathering and compiling data from various functional areas across the enterprise.
- Designing, developing, and maintaining user-friendly data visualizations and dashboards using complex datasets from different sources that improved decision-making efficiency by 20%.
- Led a team that developed a predictive analytics model in Tableau, increasing customer retention by 25% within a year.
- Responsible for tableau production administration by providing QC level review for dashboard deployment.
- Implementing best practices to ensure dashboard design consistency for the best user experience.
- Developing and implemented entitlement structure to enable centralization and privacy to 20+ dashboards.
- Responsible for defining project scope and act as a point of contact.
- Responsible for reviewing reporting requests, release plans, and enhancement requests for impact assessment.
- Conducting analysis, design, development, testing, deployment, and support of dashboards and reports.
- Extracting meaningful insights from data that inform business strategies and enhance the customer experience.
- Responsible for the design and development of highly interactive, highly effective self-service data tools in BI applications like Tableau and Power BI
- Exporting data from salesforce into tableau for data visualization
- Data manipulations in SQL database.
- Extracts, cleans, and transforms data from various sources ensuring accuracy, consistency, and reliability for reporting purposes.

Data Visualization Engineering, 08/2021 – 01/2023

Tridium (now part of New Directions Behavioral Healthcare), Philadelphia, PA – Philadelphia, PA

- Gathering and compiling data from various functional areas across the enterprise
- Designing, developing, and maintaining user-friendly data visualizations and dashboards using complex datasets from different sources.
- Implementing best practices to ensure dashboard design consistency for optimal user experience.
- Providing quality control review for dashboard deployment as part of report production administration.
- Developing and implementing entitlement structure to enable centralization and privacy to dashboards.

Enterprise Applications & Reporting Analyst, 06/2020 to 08/2021

Children Learning Initiative – Philadelphia, PA

- Utilized Tableau to design dashboards and produce reports summarizing Key Performance Indicators for executive-level reporting.
- Responsible for creating K12 education dashboards.
- Created and managed Principal, Supervisor, and Mentor logs using SharePoint forms and Sheets).
- Maintained Coaching Support System, including user management, password reset, and upstream data feed from Salesforce.
- Managed Salesforce administration, handling user management, data extracts, account management, and password resets.
- Managed and maintained Informatica, including user management and troubleshooting user issues.

Tableau Developer, 09/2019 to 02/2020

Vanguard – Malvern, PA

- Conducted data analysis, validation, and mapping/design processes.
- Developed and enhanced reports connecting to single and multiple data sources to improve performance.
- Provided reporting, analysis, and insights on sales drivers and revenue performance metrics using Tableau.
- Performed data extraction, cleansing, transformation, and quality assurance.
- Monitored and troubleshoot data source systems for data flaws and errors and upstream data issues.
- Interpreted data and translated ad hoc requirements into impactful results.

Tableau Analyst, 08/2018 to 03/2019

NCI Global – Houston, TX

- Gathered and compiled data from various functional areas across the enterprise.
- Created Sales analysis dashboards, strategic dashboards, top-down dashboards, and performance sales dashboards.
- Developed KPI metrics to demonstrate sales performance of various products.
- Worked with large data sets to create reports using Tableau.
- Performed data blending to extract data from different data sources into tableau.

Business Intelligence Developer /Tableau Analyst, 03/2016 to 12/2016

ASAD Consult – Houston, TX

- Generated reports, updated spreadsheets and presented results.
- Developed intelligence-sharing dashboards for company-wide data access.

- Created and managed dashboards using Tableau.
- Collected data from diverse sources, including SQL production and SharePoint for reporting.

EDUCATION

Master of Science: Business Intelligence & Analytics, *08/2021-05/2023*

Saint Joseph's University - Philadelphia, USA

Nanodegree: Data Visualization, *01/2020*

Udacity - Online

Master of Science: Management, *07/2018*

Robert Gordon University - Aberdeen, UK

BBA: Business Administration and Management, *06/2015*

Methodist University - Accra, Ghana

AFFILIATIONS

- Data Visualization Society.
- Tableau User Group (Philadelphia).
- Alpha Iota Delta & Omega Rho International Honor Society

CERTIFICATIONS

- Tableau Desktop Specialist.
- Data Visualization (Nano Degree)
- Microsoft Certified Data Analyst
- Salesforce Certified Administrator