

Kadeon A. Grant, MBA, CSM, PMP

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Senior Analytics Leader – Business Intelligence & Data Transformation

Project/Program Management | Data Analytics | Data Transformation | Data Management

A versatile Business Intelligence(BI) professional and Stanford Women in Data Science (WIDs) ambassador; Kadeon has amassed over 7 years' experience in the various sectors of BI, from Data Warehousing operations and strategic policy development to BI dashboarding and KPI analysis. Kadeon is a proud alumnus of the Florida International University and was recently appointed Head of Business Intelligence in the Commercial Department at Digicel Jamaica. Kadeon also wears the hat of Consultant, where she provides counsel to MSMEs across Jamaica, on the strategic scoping and implementation of their Information Management framework.

Technical Skills: Oracle PL/SQL, SAP Business Objects Data Services, Microsoft Office (Word, PowerPoint, Excel, Projects), Scoop, Hadoop, HiveSQL, Microsoft Azure, Windows, Linux, MySQL, Tableau, Azure Databricks, Sparx Enterprise Architect, Atlassian JIRA

— Areas of Key Emphasis —

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|------------------------|--------------------------|----------------------------|
| • Database Management | • Change Management | • System Integration |
| • Big Data Analytics | • Vendor Relationships | • Budget Management |
| • Agile Methodologies | • Training & Development | • Competitive Intelligence |
| • Risk Management | • Data Governance | • Project Management |
| • Executive Leadership | • Process Improvement | • Requirements Analysis |

Professional Experience

Innovative Data Mining and Advanced Analytics Partners, Kingston, Jamaica

Data Management and Engineering Consultant (06/2020 – Present)

Employs vast knowledge of relational database concepts, to design, implement and optimize data solutions for medium to large multinational clients across the commercial banking and telecommunications industries. Develop and maintain data models for complex analysis in the telecommunications industry. Complete quality reviews for designs, codes and test plans, while also researching and resolving issues regarding the integrity of data flows on various major data transformation projects.

Digicel Group, Kingston, Jamaica

Head of Business Intelligence (09/2020 – 09/2021)

Optimize reporting by constructing and developing automated dashboards using PBI to streamline report delivery and analysis. Pioneer commercial and mobile product management, within sales and distribution, home and entertainment, finance, marketing, business solutions, and human resources (HR). Manage 8 direct and indirect reports, while providing support to the risk revenue assurance project team. Monitor and communicate specifications for data infrastructure and business strategy, guiding system development, operations, and architecture design. Proficiently collaborating with non-technical executives, simply translating complex concepts. *Key Accomplishments:*

- Established and commanded a Business Intelligence Centre of Excellence, serving all arms of the Jamaica Market within 3 months, centered on performance management, data maintenance, and business metrics.
- Fostered a data-driven mindset, conducting in-depth data analysis to support decision making, resulting in facilitating cross-training for 8 analysts, providing an understanding across business units.

Continued...

Information Services Manager (11/2016 – 05/2020)

Spearheaded data transformation, directing strategic planning and offering leadership to an information services team of 6. Instrumental in orchestrating a new Group Wide Data Management solution to be deployed across two physical locations, Jamaica and Trinidad, leading vendor and technology selection, data governance policy development, and implementation. Piloted big data implementation project to aid business transition for new environments, allowing for processing and analytical at a more granular level with the ability to report on 200M+ records. Led partnerships with business leaders to assure compliance with trend, procedures, and customer requirements. *Key Accomplishments:*

- Aggressively piloted and executed migration of BI services from Oracle Exadata server to Oracle Supercluster server, reducing data loss exposure by 50%.
- Served as Subject Matter Expert (SME) for data transformation, centralizing reporting needs for 32 markets in the Pacific and Atlantic/Caribbean, focusing on vendor/technology selection and data governance.

Data Warehouse Manager (01/2015 – 10/2016)

Delivered strategic and operational direction of the data warehouse, providing support to 8+ business units in 17 Caribbean markets. Leveraged exceptional cross-functional leadership and training, overseeing and motivating a high-performing team of 3-8, responsible for integrating new technology and business data for 100+ TB data platform. Guided crisis management, pinpointing areas for growth and improvement across the organization. *Key Accomplishments:*

- Influential in executing ETL platform upgrade with 98% up-time, amplifying average daily data delivery SLA from 87% to 95%, boosting efficiency by 100%, and increasing platform stability to 98% uptime.
- Proactively maintained Key Performance Indicator (KPI) service delivery metrics above 90% by communicating business objectives to key team members.

Data Specialist (10/2012-12/2014)

Supported data analytics functions by ensuring consistent alignment with data delivery service level agreements (SLAs) with 90%-95% success rate. Assisted with project management by establishing scope and executing the implementation of a data warehouse standardization project, resulting in streamlined troubleshooting of missing data files from the data warehouse. Actively trained and educated 2 interns on data warehousing and best practices. *Key Accomplishments:*

- Successfully decreased financial reporting revenue variance from 15% to 0.01% for 1 market by pinpointing and including unclassified data records.
- Facilitated the creation and integration of a data warehouse change management policy, enabling changes with minimal impact on data availability.

Discovery Technologies, Kingston, Jamaica

01/2014 – 12/2014

Data Engineer

Key role in building and maintaining data systems, constructing datasets in alignment with business requirements. Leveraged deep-rooted analytical skills to implement strategic recommendations to improve data reliability and quality. Evaluated raw information from various sources to support data analytics and create consistent and machine-readable formats. Developed and tested architectures to enable data extraction and transformation for predictive or prescriptive modeling. *Key Accomplishments:*

- Pioneered the development and implementation of innovative database designs and data models while deploying BI solution framework for end-to-end business intelligence and data engineering projects.
- Successfully slashed data mart consolidation time frame by 50% by driving continuous improvement.

Education and Credentials

Master of Business Administration (MBA) | Florida International University, Miami, FL

Bachelor of Science in Computing | University of Technology, Jamaica, Kingston, Jamaica

Certified ScrumMaster® (CSM®) & Certified Scrum Product Owner (CSPO) | Scrum Alliance®

Project Management Professional (PMP®) | Project Management Institute (PMI)