WILLIAM THOMPSON

Accra, Ghana | +233 242 123 801 | willyoks@gmail.com | GitHub: github.com/yooku98

PROFESSIONAL SUMMARY

Analytical and detail-oriented Data Analyst with experience in operational data management, quality control, and business process optimization. Skilled in SQL, Python, Power BI, and Prompt Engineering, leveraging Generative AI tools such as ChatGPT to enhance data analysis, reporting automation, and insight generation. Strong collaborator with the ability to translate business questions into structured analytical and AI-driven solutions.

TECHNICAL SKILLS

Data & Analytics: SQL, Python, Power BI, IBM Cognos, Advanced Excel
AI & Prompt Engineering: Prompt Design, Few-Shot Prompting, Structured Prompting, LLM Output Evaluation
Analytics Capabilities: Data Cleaning, Visualization, KPI Reporting, Trend Analysis
Business Tools: Process Optimization, Quality Control, Documentation, MS Office

PROFESSIONAL EXPERIENCE

Newrest Ghana — Graduate Program Trainee / Process Control Officer (Sep 2023 – Dec 2025)

- Managed and optimized operational datasets including menu specifications, flight schedules, and meal cycles, ensuring high data accuracy.
- Applied SQL-based analysis and AI-assisted prompt engineering to summarize operational data and accelerate reporting.
- Conducted daily quality checks in compliance with SLA and QHSE standards.
- Analyzed customer feedback and flight trends to support service improvement initiatives.
- Maintained dashboards and reports to support real-time operational visibility.
- Coordinated workflows across operations, production, and logistics teams.
- Prepared invoice controls to ensure alignment with contractual pricing.

Catfish Supreme — Digital Marketing Manager (Jan 2023 – Present)

- Analyzed campaign performance metrics to optimize audience targeting and engagement.
- Generated customer insights through data analysis to support marketing strategy decisions.

Dansoman Polyclinic — Records Officer (Oct 2021 – Sep 2022)

- Digitized and maintained patient records to improve documentation accuracy and audit readiness.
- Supported protocol development and compliance with data-handling standards.

AI & PROMPT ENGINEERING EXPERIENCE

- Designed and optimized prompts for data exploration, summarization, and insight generation using ChatGPT.
- Applied few-shot and structured prompting techniques to improve accuracy and relevance of AI outputs.
- Integrated AI-assisted analysis into reporting and documentation workflows.

PROJECTS & PORTFOLIO

Car Dealership Sales Analytics
Performed end-to-end sales data analysis using Python, Pandas, and Matplotlib. Cleaned datasets, identified trends, and visualized insights in Jupyter Notebook. GitHub: github.com/yooku98/Car-dealership-sales

Tech Trends Dashboard — IBM Cognos Analytics
Developed an interactive BI dashboard analyzing global technology usage and developer demographics. Integrated survey data to support data-driven decision-making and trend analysis. GitHub: github.com/yooku98/Tech-Trends-Dashboard-IBM-Cognos-

EDUCATION & CERTIFICATIONS

Prompt Engineering for ChatGPT — Vanderbilt University (Coursera), 2026
IBM Data Analytics Certificate — IBM Skills Network, 2024
BA Social Work — University of Ghana (2017–2021)
Diploma in Website Design — Open Labs, 2021