BABATUNDE FASOGBON

MIS & DATABASE SUPPORT | ICT SYSTEMS | DATA QUALITY & REPORTING

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PROFESSIONAL PROFILE

Computer Engineering professional with 10+ years of experience supporting business-critical information and billing operations, data quality assurance, database reporting and ICT-enabled processes. Experienced in using PostgreSQL/SQL and Microsoft Excel to extract, validate, reconcile and analyse operational records; investigating data inconsistencies; producing recurring management reports; and working with ICT and business teams on application issues, implementation and upgrades. Earlier experience includes hands-on hotel IT support, LAN/Wi-Fi troubleshooting, user support and router/access-point configuration. Holds a B.Tech in Computer Engineering and an M.Eng in Electrical and Electronics Engineering. Brings transferable database, systems-support and information-control skills relevant to institutional MIS operations; direct university examination and CBT administration experience is not claimed.

CORE COMPETENCIES

- Management information and operational reporting
- PostgreSQL / SQL querying and database reporting
- Data validation, reconciliation and quality assurance
- Records accuracy and exception investigation
- Enterprise application and billing-system support
- ICT issue investigation and stakeholder coordination
- Microsoft Excel, PivotTables and lookup functions
- Systems implementation and upgrade support
- LAN/Wi-Fi and end-user technical support
- Technical documentation and process control

TECHNICAL SKILLS

Database & data: PostgreSQL, SQL, database views, data extraction, validation and reporting

Productivity & analytics: Microsoft Excel (PivotTables, VLOOKUP, COUNTIF), operational reporting; basic/developing Power BI

Systems support: Enterprise billing applications, application-output validation, issue investigation, implementation and upgrade support

IT support: Windows desktop support, hardware/software troubleshooting, printers/peripherals, LAN/Wi-Fi, router and wireless access-point configuration

Operational controls: Data quality checks, exception analysis, reconciliation, documentation and stakeholder/vendor coordination

PROFESSIONAL EXPERIENCE

Acting Lead, Quality Assurance Analyst | **Benin Electricity Distribution Company (BEDC)**

Apr 2023 – Present

- Support business-critical billing and information processes through application-output validation, data quality checks and investigation of system or process inconsistencies.
- Use PostgreSQL/SQL and Excel to extract, review and validate operational data, investigate exceptions and produce recurring reports for management and operational decision-making.
- Maintain and support 13 recurring SQL-driven reports (5 weekly and 8 monthly), serving 29 Business Units and four departments.
- Work with ICT and business stakeholders to investigate application issues, clarify operational requirements and support resolution of recurring data and process problems.
- Participate in enterprise application implementation and upgrade activities, application configuration discussions, technical troubleshooting and vendor coordination.
- Document validation procedures, reporting logic and findings to improve consistency, traceability and operational controls.

Metering Supervisor | **Benin Electricity Distribution Company (BEDC)**

Feb 2022 – Mar 2023

- Reviewed metering records and operational reports to identify discrepancies affecting customer information, billing accuracy and follow-up.
- Coordinated with metering and commercial teams to investigate exceptions, review supporting information and support corrective actions.
- Monitored operational indicators and prepared reports for management and team review.

Billing Analyst | **Benin Electricity Distribution Company (BEDC)**

Jun 2016 – Feb 2022

- Used PostgreSQL/SQL and Excel to extract, analyse, validate and reconcile customer and billing records.

- Investigated billing exceptions, missing or inconsistent records and unusual consumption or billing patterns; escalated system-related issues where required.
- Prepared recurring operational and regulatory reports and collaborated with Commercial, Metering, Billing and ICT teams to resolve data issues.

IT/Billing Officer | **Benin Electricity Distribution Company (BEDC)**
Dec 2015 – May 2016

- Supported technology-enabled billing operations and routine checks on customer and billing information.
- Assisted operational teams with identifying discrepancies and escalating system or processing issues.

Graduate Trainee | **Benin Electricity Distribution Company (BEDC)**
Dec 2014 – Nov 2015

- Completed structured training across utility operations, commercial processes, technology-enabled workflows and reporting.

IT / Maintenance Officer | **Three Arms Hotel**
Jun 2014 – Nov 2014

- Supported day-to-day IT and network operations, including LAN/Wi-Fi troubleshooting and restoration of service disruptions.
- Handled routine equipment and systems maintenance and coordinated repairs and vendor-related service activities.

System Support Officer | **Protea Hotel Kuramo Waters**
Jul 2013 – Mar 2014

- Provided user-facing desktop, hardware, software, printer and connectivity support.
- Configured and supported routers and wireless access points and troubleshot LAN/Wi-Fi and internet connectivity.

EDUCATION

Master of Engineering (M.Eng.), Electrical & Electronics Engineering (Communication Engineering Option) — Federal University of Technology, Akure | 2021

Bachelor of Technology (B.Tech.), Computer Engineering — Second Class Upper Division — Ladoke Akintola University of Technology (LAUTECH), Ogbomoso | 2005

CERTIFICATIONS & PROFESSIONAL TRAINING

- CCNA Routing & Switching, Cisco Systems (2015)
- Vigeo Power Professional Training Programme (2015)
- IT Security Foundations; Cybersecurity Foundations; Cybersecurity for IT Professionals
- Cybersecurity with Cloud Computing; Computer Forensics; Vulnerability Management; Cryptography & Network Security

References: Available upon request.