

Soyoola Sodunke

PRESALES ENGINEER (DATA & AI SOLUTIONING)

PROFESSIONAL SUMMARY

I work at the intersection of business priorities, technical design, and buying decisions. My focus is helping customers and internal commercial teams move from vague requirements to credible solution direction by clarifying the business problem, translating technical options into decision-ready narratives, and aligning architecture to expected outcomes.

EXPERIENCE

PRESALES ENGINEER | APRIL 2025 – TILL DATE

Bluechip Technologies

1. Deal Influence / Revenue Impact

- Contributed to closing \$30M+ enterprise pipeline by leading technical discovery and aligning solution architecture to client data strategy.
- Accelerated deal cycles by 30% through tailored demos and targeted objection handling in late-stage negotiations.
- Supported 40% win-rate improvement in strategic accounts by refining solution narratives and value positioning.

2. Discovery and Qualification

- Led cross-functional discovery workshops, uncovering high-value use cases that expanded deal scope by 2–3x.
- Identified key business pain points early in the sales cycle, improving qualification accuracy and reducing wasted effort.

3. Solution Architecture and Technical Positioning

- Designed scalable data platform architectures that aligned with enterprise governance and analytics needs, strengthening technical credibility in competitive bids.
- Translated complex AI/ML capabilities into business-aligned solution proposals, improving executive buy-in.

4. Demo and Storytelling Impact

- Developed customized demo environments that showcased real-world use cases, increasing stakeholder engagement and deal progression.

CONTACT

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Lagos, Nigeria

ABOUT ME

Passionate about leveraging data to seek out the most proactive approach to solving business problems.

SOFT SKILLS

- Communication
- Critical thinking
- Collaboration
- Strong work ethic
- Creativity

TECH SKILLS

Languages: SQL

Data Platforms: Oracle, PostgreSQL, MySQL, SQL Server

Big Data: Hadoop, Spark, Kafka

Cloud Platform: Azure, Databricks

Analytics Tools: Power BI, Tableau, Excel

CI/CD: Azure DevOps, GitHub

Container technology: Docker

- ii. Delivered executive-level presentations linking technical solutions to ROI, influencing C-level decision-making.

5. Value Engineering / ROI Framing

- i. Built ROI models demonstrating cost savings and revenue uplift, enabling stronger business justification for AI adoption.
- ii. Positioned solutions around measurable outcomes (efficiency, revenue growth), improving buyer confidence and deal momentum.

6. Sales Collaboration

- i. Partnered with Account Executives to shape deal strategy, aligning technical solutions with commercial objectives.
- ii. Acted as the technical lead in complex sales cycles, ensuring consistent messaging across stakeholders.

Working Style

- Business-First Problem Solving
- Clear, Defensible Communication
- Commercial and Technical Balance
- Continuous Capability Building

DATA ENGINEER | AUGUST 2024 – MARCH 2025

NLNG DIGITAL TRANSFORMATION

Bluechip Technologies

- Ensures access to accurate, timely, and relevant data through the design, build, and maintaining reliable data pipelines that collect, clean, transform, and load data from disparate sources into a centralized repository.
- Automate tasks to reduce errors, saves time and resources, and allows data analysts and scientists to focus on higher-value activities.
- Process and deliver data in real-time or near real-time, enabling immediate responses to changing conditions.
- Helped create a well-structured data warehouse and data lake to allow advanced analytics in the downstream.
- Create delta tables in curated/gold zone for data reliability and data integrity to the data lake through ACID transactions.
- Utilized delta lake schema enforcement to strengthens data quality and validation by preventing corrupt data.
- Retention policy automation (e.g., auto-delete stale data), anonymizing sensitive data and conducting regular auditing (e.g., AWS Config, Azure Policy) helped comply with regulations (NDPR, GDPR, CCPA, HIPAA)
- Implement data quality checks to ensure data accuracy, completeness, and consistency, leading to more reliable insights and decision-making.

CERTIFICATIONS

Databricks Certified Data Engineer Associate

- Databricks
- Issued Feb 2024
- <https://scl.io/RQ4wyBa>

Databricks Lakehouse Fundamentals

- Academy Accreditation
- Issued Dec 2023
- <https://rb.gy/pfujjx>

Cloud Computing for Decision Makers

- Skillsoft
- Issued Aug 2022
- <https://rb.gy/ax105>

Managing Project Risks

- Skillsoft
- Issued Sep 2022
- <https://rb.gy/bxp02w>

PH125.1x: Data Science: R Basics

- HavardX
- Issued Aug 2020
- <https://t.ly/FVcLC>

Career Essentials in Data Analysis

- Microsoft & LinkedIn
- Issued July 2024
- <https://shorturl.at/BNmpp>

Career Essentials in Software Development

- Microsoft & LinkedIn
- Issued June 2024
- <https://shorturl.at/lehyC>

DATA ENGINEER (LEAD) | AUG 2023 – JUL 2024

9MOBILE MANAGED SERVICE OPS

Bluechip Technologies

- Act as the technical representative in client-facing reviews, conveying platform health, incident history, and planned improvements.
- Translate business requirements into technical action plans, ensuring data services meet business SLAs and KPIs.
- Oversee the implementation and optimization of data pipelines (ETL/ELT), ensuring reliability and SLAs are met.
- Lead incident response for critical data failures, minimizing downtime with root-cause analysis and preventive measures.
- Provide technical direction and mentorship to engineers and analysts in the managed service team.
- Coordinate with third-party vendors to resolve platform-level issues and optimize performance.
- Identify and mitigate operational risks, such as data loss, performance bottlenecks, or security breaches.
- Ensure governance around data quality, security, and compliance, especially with regulatory frameworks like NDPR, GDPR, HIPAA, etc.

DATA ANALYTICS ENGINEER | FEB 2023 – JUL 2023

9MOBILE MANAGED SERVICE OPS

Bluechip Technologies

- Designed and optimized large-scale data pipelines, improving performance by 50%.
- Developed 55+ automated reports and dashboards for 9Mobile SMT solution, empowering leadership with real-time, data-driven decision-making.
- Developed 3 high-impact promotional solutions, driving 20% customer retention, incremental revenue and boosting customer engagement by 30%.
- Revamped team documentation practices, reducing onboarding time by 50% and enhancing cross-functional clarity.
- Cultivated a high-performance team culture through collaboration and knowledge-sharing, resulting in improved project delivery speed and team satisfaction.

TRAINING

Business/Data Analytics
Masterclass

- Data Science Nigeria (DSN)
- Mar 2020

Train The Trainers (Corporate
Trainer)

- Centum Learning
 - April 2016
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REFERENCE

References available upon request.

CX OPERATIONS ENGINEER

Apr 2018 – Jan 2023

Airtel Nigeria

KYC Support

- Monitor the smooth operation of KYC SIM registration, SIM swap, and MNP process.
- Worked with group IT to improve customers SIM registration process, moving average turn-around time from 78% to 97%
- Investigate reasons for service faults and resolve all open and operational issues.
- Help enterprise, sales and CRM teams with automated bulk SIM registrations, services (voice/data) provisioning and activations.
- Engage in effective regular auditing of KYC data with NCC

Number Management

- Ensured 100% number availability for sales in trade as gross additions, with proactive engagement with Dynamic SIM Allocation partner on timely number recycling.
- Successfully handled churn management and track subscribers' lifecycle to ensure process quality.
- Constantly monitor the database for data validation and analysis, share ad-hoc reports for auditing purposes.

BACK-OFFICE SPECIALIST

May 2013 – Feb 2018

Tech Mahindra (Airtel Nigeria Contractor)

- Back-end support for call centers, postpaid team, retail, enterprise, and fraud management.
- Utilized CRM tool TABS 7 APIORD to run batch network provisioning, number activations, subscriber type migrations, credit limit change and CUG management.
- Managed HLR to ensure mobile numbers are in good shape.
- Award: Star team performer for two consecutive years in a team of 20 members.

CALL CENTER ASSOCIATE (OUTBOUND)

Oct 2012 – Apr 2013

Tech Mahindra (Airtel Nigeria Contractor)

- Completed 80+ successful outbound calls per shift.
- Performed customers' health check and achieved a 98% win-back rate, impacting retention, and driving revenue growth.

- High satisfaction rating achieved via proactive on-call resolutions of customer issues.
- Delivered prompt service to prioritize customer needs.
- Resolved internet, call, SMS or bill related issues over the phone to an average of 90 customers daily.
- Maintained up-to-date knowledge of product and service changes for qualitative delivery.

