

Gil Nonfodjie

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WORK EXPERIENCE

Oracle

December 2021 - Present

Senior Technical Analyst

Remote

- Delivered Tier II technical support for Cerner EHR, servers, and medical devices, resolving 95% of escalated issues and reducing downtime for healthcare staff.
- Trained end-users on applications and workflows, improving adoption and reducing repeat support requests.
- Partnered with cross-functional teams to escalate and resolve complex technical incidents, improving service response times.
- Conducted daily follow-ups with end-users, ensuring communications and working logs were accurately documented through our ticketing systems and facilitating the closure of tickets in adherence to SLAs.

Cigna

May 2021 – December 2021

Licensed Insurance Agent

Remote

- Spearheaded implementation of new click to chat feature: troubleshoot issues, compiled daily reports on the system and lead a team of 11 others throughout this process.
- Provided feedback and guidance on market changes, marketing campaigns and plan operations.
- Analyzed Salesforce lead data to identify high-potential customers, boosting conversions by 30%.

Medical Mutual of Ohio

Oct. 2020 – Apr. 2021

Licensed Insurance Agent

Remote

- Achieved 44% enrollment rate through customer education on plan benefits and proactive follow-up.
- Responded to a high volume of inbound calls, customer inquiries, and provided appropriate solutions while building and maintaining customer relationships.
- Consistently exceeded monthly sales targets by 20%, earning top sales recognition honors (December 2020 & January 2021).

Studio Center

December 2019 – May. 2020

Business Analyst

Virginia Beach, VA

- Built custom Tableau dashboards and Power BI visualizations, uncovering trends that drove process improvements and revenue opportunities.
- Created SEO content for blogs and social media, resulting in increased digital engagement.
- Partnered with stakeholders to gather requirements, align analytics initiatives, and improve decision-making through actionable insights.

EDUCATION

Old Dominion University

May 2020

Bachelor of Business Administration

Norfolk, VA

- Magna Cum Laude with a GPA of 3.7
- American Marketing Association member
- Marketing director and social media manager for University's official radio station, WODU (2018-2019)

SKILLS & INTERESTS

Technical Skills

- **Systems & Support:** Active Directory, Citrix, EHR (Cerner), Remedy, ITIL, Troubleshooting; Project Management
- **Data & Analytics:** Power BI, Tableau, SQL, Salesforce, Python, Business Analytics
- **Software & Tools:** Microsoft Office Suite, Windows OS, SaaS, PowerShell
- **Security & Infrastructure:** Data Security & Privacy, Software & Hardware Installation
- **Certifications:** Google IT Support (2024), CompTIA A+ (2024), Oracle Cloud Foundations (2025)
- **Interests:** Anime, Magic The Gathering, Manga, Magic Tricks, Jigsaw Puzzles, Video Games, The Agony of Being a Baltimore Ravens Fan, The Glee of Being a Boston Celtics Fan