Ifeoma Eze Senior BI Developer

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PROFILE SUMMARY

- **Senior BI Developer** with **7 years** in **B2B software**, owning usage, revenue and margin reporting for Bandwidth's **voice, messaging and 911** APIs, after building **customer health** reporting at Pendo.
- Models data in **dbt** on **Snowflake**, builds workbooks in **Sigma** and dashboards in **Tableau**, writes **SQL** and Python, runs loads in **Prefect**, and brings Salesforce and **NetSuite** data into the warehouse.
- Specializes in **usage-based billing data**, with **Kimball** fact tables at a stated grain, **incremental dbt models** and clustering keys, so call and message volumes can grow without Snowflake credits growing with them.
- Works with **FP&A**, revenue accounting, carrier relations and the messaging **product managers**, runs the monthly **metric review** where Finance and Sales approve KPI changes, and shares marts with the analytics engineers.
- Mentors **2 BI developers**, wrote the team's **dbt style guide** and **Sigma workspace rules**, and keeps the **SOX** key report evidence for the dashboards behind quarterly revenue numbers.

TECHNICAL SKILLS

BI & Reporting Tools:	Sigma Computing, Tableau (Desktop, Server), Excel, Google Sheets
SQL & Scripting:	SQL, Snowflake SQL, T-SQL (stored procedures), Python (pandas), Jinja, Bash
Data Warehouses:	Snowflake (clustering keys, warehouse sizing, RBAC), SQL Server
Modeling & Semantic Layer:	Kimball methodology, star schema, conformed dimensions, slowly changing dimensions, dbt Semantic Layer (MetricFlow)
ETL & Orchestration:	dbt Cloud (incremental models, snapshots, macros), Prefect, Fivetran, Snowpipe
Governance & Security:	dbt tests, row-level security in Sigma and Snowflake, masking policies, SOX key report evidence
BI Dev Tools & Workflow:	Git, GitHub Actions, dbt Cloud CI, Jira, Confluence

EDUCATION

Bentley University — **B.S. in Computer Information Systems** — Waltham, MA · Aug 2015 to May 2019

WORK EXPERIENCE

Bandwidth — **Senior BI Developer** — Raleigh, NC · Mar 2022 to Present

- Built the **Sigma** revenue and gross margin workbook for voice, messaging and 911, with drill-down from product to customer to carrier route, which **43** leaders use for the **monthly business review**.
- Designed a **Kimball** star schema in **dbt** on **Snowflake** with a daily usage fact at the customer, product and carrier grain and **conformed dimensions** that **6** subject areas now share.
- Rebuilt the usage models as **incremental dbt models** clustered on usage date and pointed Sigma at **pre-aggregated tables**, cutting the revenue workbook's load time from 41 seconds to **6 seconds**.
- Wrote signed-off definitions of **net revenue retention**, gross margin and **billable minutes** into the **dbt Semantic Layer**, closing a monthly gap of up to **$1.4M** between Finance and Sales decks.
- Added **dbt tests** and a daily check of billed usage against **NetSuite** invoices to the **Prefect** flow before each refresh, stopping **23** bad loads from reaching the revenue dashboards in 2025.

Pendo — **BI Developer** — Raleigh, NC · Jul 2019 to Feb 2022

- Moved the reporting SQL from **SQL Server stored procedures** into Pendo's first **dbt** project on **Snowflake**, with tests on every model, cutting the nightly refresh from 5 hours to **70 minutes**.
- Built the **customer health score** model and **Tableau** dashboard for Customer Success, scoring accounts on product usage, support tickets and renewal dates, used by CSMs across **1,900+** accounts.
- Published certified **Tableau data sources** for product usage and ARR, then trained each team to build its own views, and one-off report tickets to the BI team dropped by **38%**.