Jonas Kankam

Software Developer & Business Intelligence Analyst

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Professional Summary

Software Developer and Business Intelligence Analyst with 4+ years of experience building business applications and the data systems behind them across the telecom, insurance, and financial services sectors. Combines full-stack development in PHP (Laravel), Python, and JavaScript with advanced SQL, ETL pipelines, and dimensional data modeling — designing applications that capture clean, structured data, then delivering the dashboards, forecasts, and reporting portals that turn it into decisions. Experienced in translating requirements from finance, operations, and compliance teams into scalable, audit-ready solutions, and uses AI-assisted tools to speed up both development and analysis. Comfortable owning the full lifecycle — from schema design and application build to data mining and executive reporting.

Core Competencies

- **Software Development:** PHP (Laravel, Blade), Python, JavaScript/TypeScript, React, Go — MVC Application Architecture, Business Logic & Workflow Modules, Client-Facing Self-Service Portals, System Integration, Git & GitHub
- **Enterprise Systems:** Insurance & Policy Management Systems, Financial & Accounting Applications, Investment & Portfolio Platforms, Electronic Medical Records (EMR), CRM Integration, ERP-to-BI Data Pipelines
- **Advanced SQL Development:** Complex Queries, Execution Plan Analysis, Performance Tuning, Query Optimization, Indexing Strategies, Partitioning, Stored Procedures, Views, CTEs
- **Database Systems:** Microsoft SQL Server, MySQL, PostgreSQL, Oracle — Database Administration, Schema Design, Backup & Disaster Recovery
- **Data Warehousing & Modeling:** Enterprise Data Warehouse (EDW) Architecture, Dimensional Modeling, Star & Snowflake Schema Design, OLAP Cube Processing (SSAS), Microsoft Fabric
- **ETL & Automation:** ETL Pipeline Design & Development, Data Migration, Data Mining & Extraction, Task Scheduling (SQL Server Agent), PowerShell & Bash Scripting, Pipeline Monitoring & Reliability
- **BI & Reporting:** Power BI, SSRS, Tableau, Visual Studio (SSAS/SSRS Development), Executive & Self-Service Dashboards, KPI & Revenue Reporting Portals, Financial Reporting
- **Data Mining & Predictive Analytics:** Statistical Modeling (SPSS, SAS), Forecasting, Customer Behavior & Usage Pattern Analysis, Trend & Anomaly Detection, Predictive Modeling, Data Visualization (Matplotlib, Plotly, Seaborn)
- **Data Governance & Compliance:** Audit-Ready Data Integrity, Role-Based Access Controls, Data Quality & Reconciliation Frameworks, Financial Controls, Regulatory Reporting

Professional Experience

Phrontlyne Technologies — Programmer Analyst

Accra, Ghana | 2022 – 2026 | Subsidiary of CDH Holdings, supporting Phoenix General Insurance, Phoenix Health Insurance, CDH Securities, and Gilead Medical Center

- Led development of enterprise-grade insurance, accounting, and financial applications in PHP (Laravel) with Blade templating, built on audit-ready database architecture and dimensional data models that comply with financial reporting standards
- Built risk assessment and pricing modules for Phoenix General Insurance, enabling NIC-compliant, risk-tailored premium pricing across product lines including motor, bond, and marine insurance
- Built policy management applications capturing structured data across the full policy lifecycle (quotation, underwriting, payment, renewal), feeding downstream pricing models and BI reporting systems

- Developed investment recommendation and portfolio-tracking modules for CDH Securities, including client-facing self-service applications for portfolio, maturity, and roll-over tracking, plus cross-sell functionality surfacing Phoenix General and Phoenix Health insurance products
- Assessed and priced Phoenix Health Insurance packages, and built portfolio-matching tools to align customers with suitable health plans
- Built an Electronic Medical Records (EMR) system for Gilead Medical Center to manage patient records and clinical history
- Designed revenue and KPI reporting portals tracking premium collections (YTD, MTD, day-over-day, and period-over-period comparisons), giving executive stakeholders real-time visibility into commercial performance
- Developed customer retention analytics and dashboards that track policy lifecycles, payment histories, and renewal behavior, identifying dormant policyholders and surfacing data-driven opportunities for targeted re-engagement
- Built ERP-to-BI integration pipelines enabling real-time financial dashboards for executive decision-making, and implemented data governance protocols — including validation rules, data quality checks, and reconciliation controls — that reduced data discrepancies by 30%
- Engineered data migration scripts and ETL workflows to move legacy insurance system data into newly built applications — handling schema mapping, transformation, and validation logic to ensure a clean, reconciled cutover with zero data loss
- Administered production databases (MySQL, PostgreSQL), including performance tuning, execution plan optimization, indexing strategies, and disaster recovery procedures
- Applied AI-assisted tools across development and analysis — code and query drafting, anomaly identification, and summarizing trends across insurance and financial datasets — reducing turnaround time on feature work and ad hoc stakeholder requests
- Collaborated cross-functionally with finance, operations, and compliance teams and client stakeholders to translate business requirements into technical application and data solutions

AirtelTigo Ghana — Business Intelligence Analyst

Accra, Ghana | 2021 – 2022

- Performed advanced SQL query optimization and execution plan analysis, improving data retrieval performance by 40% on mission-critical business intelligence queries
- Built and maintained OLAP cubes and dimensional data models within the enterprise data warehouse, structuring large-scale telecom datasets for fast, reliable multidimensional reporting and analysis
- Built predictive and forecasting models using statistical analysis and machine learning techniques to forecast customer footfall patterns and usage behavior across 200+ retail outlets, directly supporting geographic resource allocation and staffing decisions
- Developed automated ETL pipelines using Python for real-time market intelligence gathering, mining and consolidating data from multiple sources into actionable insights
- Created and maintained executive dashboards in Power BI and Tableau, proactively identifying trends and anomalies and communicating findings to deliver accurate operational and financial insights to C-level stakeholders
- Ensured data accuracy and consistency across reporting systems through rigorous validation, data quality checks, and reconciliation processes

Emmarianto Limited — Junior Software Developer

Accra, Ghana | 2020 – 2021

- Developed custom business applications with integrated database solutions, enabling remote operations during COVID-19 lockdowns
- Designed and optimized database schemas, queries, and stored procedures to support operational reporting requirements
- Provided technical support for application performance troubleshooting, system patching, and database maintenance

Education

Kwame Nkrumah University of Science and Technology (KNUST)
B.Sc. Computer Engineering, 2021 (First Class Honors)

Notable Achievements

- Led end-to-end development of an enterprise insurance software system with integrated financial reporting and dimensional data models, now deployed across multiple client organizations
- Delivered a suite of connected business applications — insurance pricing, policy management, investment tracking, and EMR — for four companies within the CDH Holdings group
- Achieved 40% query performance improvement at AirtelTigo through strategic SQL optimization, execution plan analysis, and index tuning
- Built forecasting and predictive models for customer footfall across 200+ retail outlets, translating data mining outputs into operational and staffing decisions
- Designed and delivered real-time Power BI and SSRS reporting assets providing executive leadership with accurate, governed financial and operational insights
- Implemented audit-compliant data governance frameworks, including access controls and reconciliation checks, that reduced data discrepancies by 30% across enterprise systems