

Fadia Mardini

Lagos State, Nigeria • fadiamardini@gmail.com • +234(0)7079740605 • [linkedin.com/in/fadia-mardini/](https://www.linkedin.com/in/fadia-mardini/)

PROFESSIONAL SUMMARY

Detail-oriented Data Analyst and IT Support professional with hands-on experience in data analysis, business intelligence, IT operations, technical support, workflow automation, and reporting. Proficient in Power BI, SQL, Microsoft Excel, Power Query, DAX, Python, n8n, Active Directory, and IT service support. Experienced in transforming raw data into dashboards and actionable insights, troubleshooting technical issues, supporting users and enterprise systems, and developing automated workflows. Strong communicator with experience collaborating with technical and business stakeholders, presenting analytical insights, and supporting process improvement initiatives.

PROFESSIONAL EXPERIENCE

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Expadox Limited

AI Automation Intern

Aug 2026 –Present

- Develop AI-powered workflow automation solutions using n8n.
- Build and test workflows for lead discovery, data processing, enrichment, and orchestration.
- Integrate APIs, AI tools, and data sources into automated workflows.
- Monitor, troubleshoot, and improve workflow performance and reliability.
- Contribute to ProspectAI, an AI-powered lead generation and automation project.

Fidson Healthcare Plc. Lagos, Nigeria

Intern Information Technology & Business Analytics

Mar 2026 – Aug 2026

Information Technology

- Provided technical support for hardware, software, connectivity, and user access issues.
- Assisted with Active Directory, user account management, and authentication issues.
- Troubleshot and maintained computers, peripherals, and IT systems to minimize downtime.
- Documented incidents, resolutions, and technical procedures for effective IT operations.

Business Analytics

- Analyzed sales and commercial data using Power BI, Excel, SQL, and Power Query.
- Built interactive dashboards and reports tracking sales, product, regional, and commercial KPIs.
- Cleaned, transformed, and validated datasets using Excel and Power Query.
- Prepared performance reports and insights for commercial teams and monthly management reviews.
- Used DAX and SQL to support data analysis, reporting, and business decision-making.

Fidson Healthcare Plc. Lagos, Nigeria

Technical Support Officer Intern

Aug 2022 – Sep 2023

- Supported 50+ equipment units through maintenance, troubleshooting, and calibration.
- Assisted with GMP compliance and quality control activities.
- Reduced equipment downtime by 20% through timely maintenance and follow-up.
- Managed documentation and inventory tracking for 100+ items.

Fidson Healthcare Plc. Lagos, Nigeria

IT Support Intern

Aug 2021 – Nov 2021

- Resolved 20+ daily help desk tickets using ITOP with a 92% user satisfaction rate.
- Managed Active Directory access for 100+ employees, reducing authentication issues by 30%.
- Improved network uptime by 20% through troubleshooting and Zabbix monitoring.
- Resolved hardware, software, and connectivity issues, reducing device downtime by 15%.

PERSONAL PROJECTS

ProspectAI AI-Powered Lead Generation & Workflow Automation

AI Automation Project | Expadox Limited | 2026

- Contributed to an AI-powered system designed to automate lead discovery, data processing, enrichment, and workflow orchestration. Designed and tested n8n workflows for lead discovery, processing, routing, scheduling, and monitoring. Integrated APIs, AI tools, and data sources into automated workflows. Troubleshot workflow errors and improved automation reliability and efficiency.

Sales Performance Dashboard Power BI

Data Analytics Project | 2025

- Developed an interactive Power BI dashboard to analyze sales trends, product performance, and monthly revenue.
- Cleaned and transformed raw sales data using Power Query and created DAX measures for key performance indicators.
- Designed interactive visualizations to support performance monitoring and data-driven decision-making.

Technologies: Power BI • Power Query • DAX • Excel • SQL • Data Modeling

Clinical Meeting Dashboard Power BI

Business Intelligence Project | 2026

- Developed an interactive dashboard to organize and analyze clinical meeting data and KPIs.
- Cleaned and transformed datasets using Power Query and developed DAX measures for analytical reporting. Implemented interactive filters and visualizations to improve data exploration and reporting.

Ulcer Health Risk Analysis Dashboard Power BI

Data Analytics Project | 2026

- Developed an interactive dashboard to explore patterns across patient demographics, ulcer history, ulcer depth, pain severity, BMI, hemoglobin levels, and medication usage.
- Cleaned and transformed healthcare data using Power Query and developed DAX measures for analysis. Designed interactive visualizations to communicate healthcare-related patterns and support exploratory data analysis.

Inventory & Equipment Documentation Tracker Excel

Fidson Healthcare Plc. | 2023

- Developed an Excel-based tracker for equipment maintenance, calibration schedules, and inventory levels. Used formulas and conditional formatting to improve tracking accuracy and operational visibility. Supported maintenance planning and reduced manual documentation errors.

EDUCATION

Bells University of Technology

Bachelor of Technology

Major in Computer Science

Ogun state, Nigeria

Nov 2023-2027

Grade: First Class; Dean’s List (2023-2024)

Allover Central Polytechnic

Ordinary National Diploma (OND)

Major in Computer Science

Ogun state, Nigeria

Oct 2020 – Sep 2022

GPA: 3.74/4.0; Distinction

Skills

Data & Business Intelligence: Power BI • Microsoft Excel • SQL • Power Query • DAX • Python • Data Cleaning & Transformation • Data Modeling • Data Visualization • Dashboard Development

IT Support & Operations: Technical Support • Help Desk Support • Hardware & Software Troubleshooting • Network Troubleshooting • Active Directory • User Account & Access Management

AI & Automation: n8n • AI/LLM Tools • Workflow Automation • Process Automation • API Integration • Workflow Orchestration • Data Processing • Docker

Professional Skills: Analytical Thinking • Problem-Solving • Stakeholder Communication • Requirements Gathering • Business Reporting • Process Improvement • Decision Support • Presentation

Honors & Awards

1st Place, Data Analysis – Overall Best Group

Idealnovate Data School (November 2025)

Awarded 1st place for developing a data-driven, scalable solution to a global challenge. Demonstrated strong teamwork, analytical thinking, and problem-solving skills throughout the project.