



# Stephan Chancele NGUEMA OLLAME

Technical Services Specialist/ Business  
Intelligence Analyst

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29 March, 1989 📅

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A capable mechanical engineer who has considerable expertise in the assembly, operation and maintenance of mechanical equipment, agricultural machinery, automotive industry, Customers Relationship Management all over Africa. I have a very good comprehensive understanding of Salesforce and business intelligence analyst tools. I also have an effective communication skill, bilingual, problem finding and solving abilities. I have worked with different nationalities and I am willing to be relocated any time for more experience in the field .I am keen to work in a stimulating environment where I can apply and enhance my knowledge, skills to serve the firm to the best of my efforts.

## PROFESSIONAL EXPERIENCE

### ○ Technical Services Specialist

AGCO Corporation

02/2015 - Present

Johannesburg, South Africa

#### Achievements / Tasks

- Working closely with Parts Sales, Marketing and Service within Aftersales division to offer relevant training to help improve dealers' parts and service absorption.
- Process inquiries related to product performance, reliability, product features, service administration, product training and warranty.
- Structure responses in Salesforce (a technical information web database) consistent with defined standards governing incident content, quality and structure. Responsible for the whole Salesforce platform for our company and conducting internal training for Sales & Marketing, Aftersales users. In charge of building dashboard and reports for the day to day analysis on this specifics department to always track work progress.
- Technical Support/ Technical Trainer on Massey Ferguson/ Valtra/ Fendt tractors for the whole African region
- Answer technical inquiries, build knowledge, and communicate with Product Performance, production plant visits, engineering center visits, and occasional visits to dealers, customers, and tradeshow.

## ACHIEVEMENTS

- Certificate of Achievement for completing the programme of instruction on the Fundamental in Hydraulics and Electrics (03/2015)

*The aim of this course is to give the attendees the practical and technical knowledge on electrics and electronics, on oils and hydraulics as it is found in today's agricultural machinery.*

- Certificate of Achievement for completing the programme of instruction on the series Tractors Massey Ferguson 4700/5700/6700/7600/8600. (2015 - 2017)

*The aim of these courses were to give the attendees the practical and technical knowledge on the Massey Ferguson series tractor to enable them to diagnose and repair these models using the correct special tools and methods as outlined within the Massey Ferguson Workshop Manual*

- Certificate of Achievement for completing the programme of instruction on Understanding GNSS and DGPS (GPS, GLONASS, GALILEO and Omnistar), Auto-Guide 3000 (Architecture and Installation), Machine setup (Software, configuration and calibration) on the tractor MF 7600 and Challenger Sprayer (04/2016)

- Certificate of Achievement for completing the programme of Instruction on Agronomy Essential courses (07/2016 - 09/2016)

- Matlab Onramp Certificate (12/2018)

- Candidate Engineering Technician (11/2015)

*Part of the Engineering Council of South Africa (ECSA)*

## SKILLS

Solidworks

Python

Electrics/Electronics

Agronomy

Aftersales

Power Bi

SQL

Technical Training

Salesforce

Hydraulic systems

Agricultural Equipment

Customer service

Business Intelligence Analyst

Tableau

Negotiation Skills

CRM Systems

Automotive

## EDUCATION

### ○ Business Intelligence Analyst

Maven Analytics / Online

12/2019 - Present

USA

#### Courses

- Excel Pivot tables/charts
- Power Query/ Power pivot & DAX
- Tableau
- MySQL database administration
- MySQL Data Analysis
- Advanced MySQL Data Analysis
- Microsoft Power Bi Desktop/Service

### ○ Machine Learning & Data science

ZERO TO MASTERY/ Online

03/2020 - Present

Canada

### ○ The complete Python developer

ZERO TO MASTERY/ Online

01/2019 - 03/2020

Canada

### ○ Bachelor Degree in Mechanical Engineering CAPE

PENINSULA UNIVERSITY OF TECHNOLOGY

01/2011 - 12/2014

Cape Town, South Africa

### ○ National Certificate Baccalaureate

LYCEE NATIONAL LEON MBA

09/2002 - 08/2009

Libreville, Gabon

## LANGUAGES

English



French



German

