

OKONKWO MERCY EBERE

Location: Port Harcourt, LinkedIn: [linkedin.com/in/mercy-okonkwo/](https://www.linkedin.com/in/mercy-okonkwo/)

Phone No: 07039505908, 08151801029. Email: okonkwodiamond6@gmail.com

PROFESSIONAL SUMMARY

Results-driven Data Analyst with 2+ years of experience in interpreting and analysing to drive business solutions. Proficient in Power BI, SQL, Excel with a strong background in dashboard creations, data visualization and problem solving through data.

TECHNICAL SKILLS

Tools: Power BI, Excel (Pivot Table), Google Sheets

Language: SQL

Data skills: Data Cleaning, KPI Analysis, Data visualization, Data interpretation.

Others: Microsoft Office, DAX, Power Query, Communication, Problem-solving.

WORK EXPERIENCE

Data Analyst –

Skillahead Academy Port Harcourt

Oct 2023 - Present

- Designed Power BI dashboards to track sales performance and customer trends, reducing manual reporting time
- Performed customer satisfaction analysis using Excel resulting in a 15% improvement in service delivery
- Developed weekly and monthly reports for management, increasing data visibility and decision speed
- Integrated multiple data sources to create unified reports that enhanced strategic sales planning

Intern at Skillahead Academy

January 2023 – July 2023

- Assisted in cleaning and organizing datasets for analysis using Power Query and Excel
- Supported customer segmentation analysis, identifying high-value customer groups
- Contributed to building automated Excel reports that improved client reporting accuracy
- Assisted new student who are lacking behind in the course curriculum

KEY PROJECTS

Customer Satisfaction Dashboard (Power BI)

- Analysed satisfaction score data from surveys and feedback forms
- Visualized satisfaction trends by gender, age group, and branch
- Shared insights that helped improve customer service response time.

EDUCATION

Bachelor of Science (B.S), Environmental Management
Anambra State University, Uli, Anmabra State

August 2017

CERTIFICATIONS

Data Analysis with Excel – Loctech September 2023

REFERNCE

Available on Demand