
AZIZAH GIWA

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PROFESSIONAL SUMMARY

A first-class MSc Engineering Management and BEng Biomedical Engineering graduate with experience in the Healthcare, Electric Vehicle, Telecommunications, and Customer Service industries. My academic background and work experiences, complemented by Google Professional Certificates in Data Analytics, Advanced Data Analytics and Project Management, have equipped me with skills in data collection, cleaning, transformation, and organisation, performing effective analysis using spreadsheets, SQL, Python, and R programming, creating data visualisations using Tableau, R and Power BI and applying statistical methods to investigate data. I am proficient in building regression and machine learning models to interpret data and effectively communicating insights to stakeholders through detailed dashboards.

CORE COMPETENCIES

- **Technical Skills:** Proficiency in SQL, Data Cleansing and Preprocessing, Data Visualisation, Statistical Analysis and Modeling (Regression Analysis, Hypothesis Testing), and Exploratory Data Analysis (EDA).
- **Technical Tools & Software:** Spreadsheets (Excel Advanced functions, PivotTables), SQL (BigQuery, MySQL, PostgreSQL), Python Programming, R programming, Tableau, Power BI, Microsoft Office.
- **Soft Skills:** Leadership, Analytical and Critical Thinking, Attention to Detail, Problem-Solving, Time Management, Multitasking, Team Collaboration, Effective Communication, Effective Decision Making.

EDUCATION & CERTIFICATION

Master of Science: Engineering Management (Coventry University, England) – **Grade:** Distinction – 2021 to 2022

Modules: Industry 4.0, and the Digital Engineering Environment; Project Management; Global Engineering Strategy; Supply Chain Management; Financial Decision Making and Risk Analysis.

- Awarded a diploma with a distinction in the Coventry University Global Leaders Programme.
- Completed professional development in Strategic Management and Leadership Practice through the Chartered Management Institute. Acquired CMI Level 7 Certificate.

Bachelor of Engineering: Biomedical Engineering (Bells University of Technology, Nigeria) – **Grade:** Upper Second-Class Honours – 2014 to 2018

- Graduate Member - Nigerian Society of Engineers

Certifications:

Google Advanced Data Analytics Professional Certificate via Coursera

Google Data Analytics Professional Certificate via Coursera - [Certificate](#)

Google Project Management Professional Certificate via Coursera - [Certificate](#)

CMI Level 7 Certificate in Strategic Management and Leadership Practice

Coventry University Global Leaders Programme Diploma

PROFESSIONAL EXPERIENCE

Broadband Technical Adviser – Shell Energy, Coventry, England, May 2023 to April 2024.

Shell Energy Retail Limited provides energy solutions to residential customers. Additionally, they offer broadband and home phone services with various packages to meet different internet speeds and usage needs.

- **Analysed large datasets using SQL to derive actionable insights**, resulting in a 20% increase in customer engagement. Created interactive dashboards in Tableau to visualise trends and patterns, facilitating data-driven decision-making.
- **Analysed customer feedback data using SQL and Python**, identifying key trends and insights to improve service quality. Achieved a 15% increase in customer satisfaction scores by implementing data-driven strategies.
- **Conducted root cause analysis on customer complaints using advanced statistical techniques**, leading to a 25% reduction in recurring issues. Utilised Excel and R to perform regression analysis and identify factors impacting customer satisfaction.

- **Extracted insights from unstructured text data using natural language processing (NLP) techniques.** Conducted sentiment analysis on customer reviews and social media data, providing actionable feedback to improve product features and customer satisfaction.
- **Translated complex data findings into actionable insights and compelling narratives for stakeholders.** Presented analytical findings and recommendations to senior management using data visualisation tools, fostering a data-driven decision-making culture within the organisation.
- **Ensured compliance with GDPR by implementing robust data governance frameworks.** Conducted regular audits to monitor data quality and security measures, maintaining data integrity and confidentiality.

Customer Service Advisor for Onto Holdings Limited - SITEL Group, Coventry, England, Mar 2022 - Jan 2023.

Onto is an EV subscription service offering flexible, all-inclusive access to various EV models. Subscribers can swap vehicles monthly, with the subscription covering insurance, maintenance, charging, and breakdown cover.

SITEL is a customer experience management company that provides outsourced customer service solutions across various industries.

- **Analysed customer journey data across multiple touchpoints** using CRM tools like Salesforce. Implemented segmentation strategies based on behavioral patterns, resulting in a 10% increase in customer retention.
- **Identified inefficiencies in customer service processes through process mining techniques.** Implemented process improvements resulting in a 20% reduction in average handling time.
- **Utilised active listening and expert project management skills** to address stakeholder queries and concerns promptly and effectively.
- **Effectively managed multiple tasks and inquiries concurrently,** leveraging strong multitasking abilities to ensure timely resolution and delivery.
- **Facilitated the onboarding process for new team members,** offering mentorship and guidance on success strategies and best practices.
- **Skillfully managed and diffused conflicts or disputes that arose,** prioritising customer satisfaction.
- **Handled confidential data in adherence to established privacy and confidentiality protocols,** maintaining the integrity and security of sensitive information.
- **Received many Trustpilot reviews** for exceptional customer service [Trustpilot](#)

Graduate Trainee (Biomedical Field Engineer) - Danhodi Engineering Limited, Lagos, Nigeria, Jan 2019 – Oct 2019.

Danhodi Engineering Limited is a company that specializes in providing engineering, procurement, and construction (EPC) services, primarily focusing on infrastructure and industrial projects.

- **Collaborated within a team to assemble and install medical equipment** at the new 250-bedded MTR Specialist Hospital in Abeokuta, Ogun State, Nigeria, honing team building and coordination skills.
- **Developed comprehensive understanding and expertise** in installing a wide range of medical equipment, including 64 Slice CT Scan Machine, 1.5 Tesla MRI, Fluoroscopy machine, Digital X-ray, Digital Mammography Machine, Digital Mobile X-ray machine, and 4D Ultrasound machine, as well as essential surgical equipment such as Operating lights, Pendants, Anesthesia machine, and Operating tables.
- **Conducted site visits alongside engineers and supervisors** to provide support during installation and maintenance activities, demonstrating hands-on involvement and leadership in project execution.
- **Proficiently completed and maintained accurate project documentation,** including field service reports, ensuring meticulous record-keeping and compliance with project requirements and regulatory standards.
- **Actively participated in meetings with managerial and supervisory teams** to contribute insights and collaborate on project deliverables, showcasing effective communication and teamwork abilities.