EPIE BILLY BELTUS

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SKILLS

Database:	MySQL, Excel
BI & Visualization:	Power BI, MS Excel (Pivot Table, VLOOKUP, Conditional Formatting)
Other:	Power Query, MySQL Server, PowerPoint, and VS Code

ABOUT

I am a professional data analyst. I completed a comprehensive 7-month course that improved my proficiency in SQL, Excel, and Power BI, enabling me to visualize my data effectively. I have worked on multiple projects, which have helped me to understand how to transform data into valuable information.

I have a passion for using data to make strategic decisions and solve complex issues, which means I am great at data cleaning, analysis, and visualization. I can use these tools to discover trends and patterns which can be used to change business strategies. I enjoy working in a team and have a passion for growth and development in the field, and I will stop at nothing to find new approaches. The hope is to find opportunities that allow me to utilize my skills for real-world problems, and I am pushing hard to learn more and achieve near perfection.

PROJECTS

Sales Performance Analysis
- Utilized **SQL** and **MS Excel** to analyze data from 20 sales agents, identifying top performers, best-selling products, and sales trends across countries.
- I summarized the total sales and calculated the average sales per product and country. This helped me determine the best-selling products and refine key performance metrics.
- Built a **Power BI** dashboard featuring KPIs (total sales, units sold, profit) along with line and bar charts to visualize key insights.

HR Analytics
- Used **SQL** and **Power BI** to explore employee demographics, performance, and hiring trends.
- Extracted metrics such as gender distribution, age group, marital status, job role performance, and annual hires.
- Designed an interactive dashboard with KPIs, ethnicity charts, role-based performance, and geographic distributions to support data-driven HR decisions.

Health Analytics
- I built a personal health analytics dashboard using **SQL, MS Excel,** and **Power BI** to monitor fitness and wellness metrics over time to provide a comprehensive view of personal health progress
- I used SQL to transform and aggregate health data, including heart rate, daily steps, calories burned, and exercise sessions.
- Designed an interactive Power BI dashboard to display key health indicators: KPI cards showing **average heart rate**, **daily steps**, **calories**, and **exercise sessions**. A dynamic **Health Score** trend chart tracking monthly performance across two years. Filters for viewing metrics by **year**, **month**, and **quarter**, allowing for time-based insights. Visual highlights of minimum and maximum thresholds to assess consistency and wellness targets.

EXPERIENCE

Content moderator at **Telus International**,
Customer service agent at **TDCX**
Content moderator at **Majorel,**
Customer success agent at **Exoticca**.
Customer service representative at **Foundever**.

EDUCATION

Ordinary and Advanced Level 2013 – 2015
  Saint Augustin College (Cameroon)
Data Analytics Bootcamp 2024
  SQL, EXCEL, AND POWER BI (Alex the Analyst, And Google Data Analytics on Coursera)

LANGUAGES

English Native speaker
French Bilingual
Spanish Intermediate

SUMMARY

I'm a dedicated and passionate customer service agent with 3+ years of experience delivering exceptional experiences
for clients. I'm a quick learner, able to absorb new product information and build lasting relationships with customers.
With a unique blend of technical expertise and interpersonal skills, I communicate complex product information

empowering customers to make informed decisions.
And now my goal is to break into the tech world and also be the best at everything I will find myself doing.