

CHISOM NWAFOR

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PROFESSIONAL SUMMARY

A highly motivated data analytics student looking for an opportunity to grow professionally as a data analyst. Resourceful and performance driven with a demonstrated ability to deliver optimal service and business value in high growth environments.

SKILLS

- SQL
- R
- Tableau
- Excellent Written and Verbal Communication
- Team player
- Excellent analytic skills
- Detail Oriented
- Microsoft Excel

WORK HISTORY

CUMIS GENERAL INSURANCE

Licensed Insurance Agent

May 2021 – date

- Quote and sell basic automobile and property insurance to clients in accordance with the sales quality call flow, sales process and underwriting guidelines.
- Advise and coach clients on what type of coverage will best meet their needs.
- Identify and make recommendations for additional products/services that benefit the client.
- Provide fundamental frontline underwriting during a call with client and in determining whether a client qualifies for a quote.
- Achieve set goals for customer service, sales, quality and productivity.

AVON HEALTHCARE INSURANCE COMPANY

Client Service Administrator

Aug 2018 – Feb 2021

- Maintained a database for active clients.
- Data cleaning and filtering.
- Exploring client database to generate reports as requested by supervisor or other departments.
- Presenting data visualization using Microsoft excel pivot table and graph.
- Tracking company's web chat to analyze trends.
- Experience in Power Point presentations.
- Coordinated the daily collaborative activities of the Sales and client retention departments to meet and exceed clients' expectations.
- Designed and developed weekly and monthly client churn report sheet.
- Managed paper and electronic documents for the departments
- Analyzed and reported client churn trends and recommended methods for improving retention.
- Ensured new clients were properly onboarded and registered on the client database.

EDUCATION

Graduate Certificate – Data Analytics (Honors)
New Brunswick Community College (NBCC)

2024

Bachelor's degree - Microbiology
University of Calabar - Nigeria

2013