

Chioma Jennifer Obikili

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Aachen, Germany

Aspiring data analyst with hands-on experience in Python, SQL, Tableau, and Excel. Background in training, coaching, and customer operations. Skilled in extracting insights, solving problems, and communicating data stories to drive business decisions in fast-paced, data-driven environments.

Work Experience

Training and Development Manager Jun 2019 - Nov 2023 *iSON Xperiences - Smarter Empathic AI | Ibadan, Nigeria*

- Analyzed employee performance and quality assurance data to uncover training needs, enabling more targeted and relevant learning interventions.
- Designed and delivered onboarding and up-skilling programs aligned with operational goals, using tailored content formats such as manuals, presentations, and e-learning.
- Built training dashboards and reports with Excel to monitor engagement and provide actionable insights for continuous improvement.
- Partnered with leadership and QA teams to align training initiatives with performance trends, resulting in improved knowledge retention and team productivity.

Work Force Management Analyst Jan 2019 - May 2019 *iSON Xperiences - Smarter Empathic AI | Ibadan, Nigeria*

- Monitored agent productivity and generated daily performance reports to support operational decision-making.
- Analyzed staffing data and provided actionable insights to team leaders to enhance scheduling and shift planning.
- Contributed to improved resource allocation and efficiency through timely data reporting and KPI tracking.

Customer Service Representative Apr 2017 - Dec 2018 *iSON Xperiences - Smarter Empathic AI | Ibadan, Nigeria*

- Resolved high volumes of inbound calls and emails with a focus on first-contact resolution in a fast paced telecom environment.
- Handled billing, subscription, and technical issues with empathy and professionalism to improve customer experience.
- Logged cases accurately using CRM tools and ensured timely follow-up to drive issue closure.

Projects

Flu Season Workforce Optimization

- Analyzed flu trend data across U.S. states and demographics to recommend optimal staffing for a medical agency.
- Used Python, SQL, and Tableau to clean, analyze, and visualize data.
- Impact: Improved decision-making for seasonal workforce allocation.

Pig E Bank Churn Analysis

- Analyzed customer demographics and account activity to identify churn drivers using Excel decision tree modeling.
- Explored churn patterns by tenure, credit score, income, and product usage.
- Impact: Delivered actionable insights to reduce churn among high-value but disengaged customers.

King County House Price Prediction

- Conducted regression and geospatial analysis on housing data to uncover price drivers.
- Used Python and Tableau to model relationships between features like sqft, grade, and waterfront views.
- Impact: Built a predictive model to identify key factors influencing home prices and inform market decisions.

Core Skills

Tools: Python, SQL, Tableau, Power BI, Microsoft Office

Skills: Communication, Organization, Analytical Thinking & Reasoning, Teamwork

Education

CareerFoundry, Berlin Germany

Data Analytics Program

Centum Learning, Nigeria

Train the Trainer Program

University of Jos, Nigeria

Bachelor of Science Physics

Languages

English - Native Speaker, German - B1 Proficiency