

Christopher Ajayi

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Personal Profile

A strong interest in forecasting key business KPIs campaign including Gross Sales, Average Rep Sales and financial impact of supply risk has led to an interest in data analysis. Exercised data curiosity to understand the underlying mechanisms driving performance, highlighting risks/opportunities and proactively reporting to relevant stakeholders. This has led to an enjoyment of advanced Excel Techniques, and data visualisation software Power BI to relay a coherent story to stakeholders.

Key Skills

- Excellent communication and interpersonal skills with the ability to establish and maintain strong working relationships with colleagues and stakeholders.
- Strong project management skills, capable of handling multiple projects to meet company targets and objectives.
- Skilled understanding of data analysis to effectively interpret findings in a way that makes sense to end users.
- Able to produce accurate and detailed reports via statistical analysis to support business operations.
- Strong team player, thriving in collaborative work environments where teamwork is needed to meet and exceed targets.
- Well-developed research skills, capable of conducting detailed research to produce accurate reports to support business operations.
- First-class research skills, capable of using primary and secondary data sources to identify market trends
- Collaborating with senior management teams to prioritise business requirements and locate and define opportunities for process improvements

Work Experience

Aug 2022 – Current Data Processor
2Bscientific

Key Responsibilities and Achievements

- Uploading and amending the websites catalogue portfolio (over 2million products)
- Led cross-functional team in developing and implementing a comprehensive Power BI dashboard for monthly reporting, resulting in significant time and resource savings while improving accuracy and consistency.

Oct. 2021 – Current Regulatory Support Advisor
ICAEW

Key Responsibilities and Achievements

- Processing audit and investment business applications and enquiries from members and firms
- Capturing and accurately recording changes and amendments to regulated firms for billing and registration purposes
- Mined and analysed large datasets, drew valid inferences and presented them to clients using bespoke reporting tool to provide quarter market share analysis, competitive analysis and product analysis

**Sep. 2020 – Aug. 2021 Customer Service Executive
The Share Centre**

Key Responsibilities and Achievements

- Documented, escalated (if needed), resolved and closed trouble tickets in a timely manner.
- Liaised with service users via phone and email correspondence, consistently exceeding targets by resolving over 300 customer queries weekly.
- Trained three new employees on how to use Zendesk CRM and effectively handle conflict resolution while acting as their mentor
- Problem-solved issues with PC clients, Server hardware/software issues

**Aug. 2019 – Sep. 2020 Major Accounts Customer Service Executive
Rightmove**

Key Responsibilities and Achievements

- Mined and analysed large datasets, drew valid inferences and presented them to clients using bespoke reporting tool to provide quarter market share analysis, competitive analysis and product analysis
- Increased customer satisfaction by altering products and services as requested by service users.
- Promoted knowledge sharing and provided support to team members in professional, clear and concise manner, ensuring success for internal and external customer requirements.
- Led a project to manage internal initiatives including collating training guides into a centralised system to make them more accessible for new starters.

Voluntary Experience

Oct.2012 – Present Teacher | Sunday School

Key Responsibilities and Achievements

- Organise and coordinate classes for Sunday school children aged 6-9, producing engaging content to ensure that the children leave with new knowledge after each class
- Plan and facilitate events for youths in the annual church conference, ensuring that youths stay engaged with and enjoy the conference
- Run fitness and healthy eating workshops for under 13s to promote healthier lifestyle choices.
- Approached local companies for fundraising prizes, designing posters as well as creating a social media campaign for the fundraiser.

Qualifications

2022	Google Data Analyst Coursera
2017-2021	The Open University BSc: Healthcare and Health Sciences
2017	PRINCE2 Project Management Foundation Course

Personal Details

Interests: I love travelling and have been to mainland Europe, Africa and North America. I also have a keen interest in live events and regularly attend music concerts, festivals and theatre performances. In addition to this, I like to keep up to date with current affairs as well as news within the fashion and technology industries and I am an avid gym goer.