

# COMFORT OMOTUYOLE

## Data Analyst

✉ temicom@yahoo.com 📞 (49) 15214144334 📍 Meiningen, Germany (Open to Remote Work)



## SUMMARY

Data analyst with experience in reconciling accounts and large data sets in the banking sector, skilled in identifying patterns and providing insights from data sets that will help to resolve problems and help promote progress. Skillful in presenting results and communicating in very effective and easy-to-understand ways. Thorough in critical and analytical thinking, seeking opportunities in consultancy and management.

## CERTIFICATION

### Data Analytics Certificate

#### CareerFoundry, Germany

July 2023 – November 2023

- Preparing and analyzing Data
- Data Visualizations and Storytelling
- Databases and SQL for Analysts
- Python Fundamentals for Analysts
- Advanced Analytics and Dashboard Design

### B1 and B2 für den Beruf German Language Certificates

2022 - 2023

## SKILLS

### Hard Skills

Python

Tableau

SQL

Microsoft Excel

Microsoft PowerPoint

### Soft Skills

Problem Solving

Analytical

Communication

Customer Service

## EDUCATION

B. Environmental Management and

Toxicology

### University of Agriculture Abeokuta

📅 2000 - 2006

📍 Ogun State, Nigeria

## LANGUAGES

English, German

## PROJECTS

### Quality of Nursing Homes in USA

- Analyzed dataset using functions in Python libraries to find relationship between variables in order to make informed decisions for both nursing home administrators and the public
- Presented results and recommendations on Tableau and PowerPoint

### Rockbuster Stealth Data Analysis

- Retrieved data from database and analyzed using SQL. Analysis was done to assist in identifying customers for the company's new online video rental service
- Presented results and recommendations on Tableau

### Preparing for Influenza Season

- Combined two major datasets and analyzed resultant dataset using Microsoft Excel.
- Presented results and recommendations on Tableau
- Presented video on the analysis

## WORK EXPERIENCE

### MATERNITY

2019-2021 | Meiningen, Germany

- Transferable Skills: Time Management, Communication, Problem Solving, People Management

### CHARGEBACK AND RECONCILIATION OFFICER

#### Union Bank of Nigeria, Plc

2009 - 2019 | Lagos, Nigeria

- Supervised and motivated team to work on chargeback processes for a nationwide renowned bank so as to refund customers within the service level agreements (SLAs)
- Reconciled major General Ledger (GL) accounts that had been left unreconciled for years using Microsoft Excel.
- Retrieved data from the bank's database using SQL, and executed interbank chargeback processes for identified failed electronic transactions.
- Analyzed and presented monthly reports of the bank's refund application to assist the Quality Assurance and Customer Service teams to make data-driven decisions on upgrading customer satisfaction.