

OMEKE, DEBORAH TOBI

Epe, Lagos | deborahrobi99@gmail.com | <https://deborahomeke.github.io/portfolio> | +2348107779376

SUMMARY

Detail-oriented and business-savvy Data Analyst with 5+ years of experience in customer service and a recent certification in Data Analysis using Excel and Power BI. Adept at transforming raw data into actionable insights through dashboards, trend analysis, and reporting. Recently completed a sales analytics project for an FMCG business, applying Excel tools like Power Query, Pivot Tables, and VLOOKUP to uncover actionable insights. Passionate about using data to drive smarter business decisions and improve customer experience. Open to full-time remote opportunities.

SKILLS

- Data Analysis: Microsoft Excel (VLOOKUP, Pivot Tables, Power Query), Power BI
- Tools: Google Sheets, Microsoft Office Suite, Remote work communication tools
- Soft Skills: Communication, Problem Solving, Team Collaboration
- Fast and accurate data entry (60+ WPM)

PROFESSIONAL EXPERIENCE

Administrative Assistant / Data Entry Clerk (Remote) **PSAIC Limited | August 2024 – Present**

- Entered, verified, and updated large volumes of data into company CRM with 99% accuracy.
- Maintained spreadsheets and generated reports using Excel functions and pivot tables.
- Organized and digitized documentation for efficient data retrieval and compliance.
- Assisted in scheduling, email correspondence, and document preparation.

Customer Success Associate (Remote) **Reliance Health | May 2022 – June 2024**

- Spearheaded the collection and analysis of customer feedback across multiple channels (phone, email), identifying key trends and areas for improvement.
- Collaborated with cross-functional teams to address customer pain points, ensuring a seamless customer journey from onboarding through ongoing support.
- Managed escalations and resolved complex customer issues, improving customer satisfaction by 90%.
- Contributed to the development of customer engagement content, including knowledge base articles, that reduced customer queries.
- Engaged in proactive outreach to enhance customer retention, identifying opportunities for service improvements.

Intern – Human Resources

Amazon Energy | Feb. 2021 – June 2021

- Supported the HR department in streamlining employee onboarding processes, enhancing new hire experiences and improving engagement.
- Assisted in creating training materials and feedback programs to optimize employee satisfaction and retention.

Secretary/ P.A

T.I. Agoro & Associates (Success Chambers) | May 2020 – Jan. 2021

- Managed administrative operations including data entry, filing, and record keeping. Organized key meetings, ensuring seamless coordination between teams to meet project timelines.
- Developed service manuals to improve internal processes and enhance service delivery.

Chemistry Tutor

Queen's College | Oct. 2018 – Jan. 2019

St. Finbarr's College | Oct. 2017 – Jan. 2018

- Focused on adapting teaching strategies based on feedback, improving overall student engagement and performance.

EDUCATION

B.Sc. (ED) Chemistry Education

University of Benin, Edo State | 2019

WASSCE

Dynamic Landmark College, Ota, Ogun State | 2015

CERTIFICATIONS/ AWARDS

- **Best Graduating Student** – Department of Chemistry Education, University of Benin (2019)
- **Data Analysis – Microsoft Excel and Power Bi** (TechCommand) | May 2025

INTERESTS

- Research | Data | Technology | Puzzles

REFERENCES

Available upon request.