# EBUKA MADUKA

## Data Analyst | Customer Service Representative

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## SUMMARY

- Self-starter with a lot of energy and experience in marketing and customer service.
- Excels at giving clients the best possible service; particularly skilled at handling difficult clientele.
- Persistent and with a growth mentality.

## SKILLS

| | | | | |
|---|---|---|---|---|
| Active Listening | Google Workspace | Analytical Skills | Empathy | Data Visualisation |
| Programmatic Thinking | Problem-Solving | Gathering and Analysing Data | Analytical Programming | |
| Project Management | Database Management | SQL | Microsoft Office Suite (Excel, PowerPoint, Word, Project) | |
| Power BI | Database Management | Administrative assistance | Written and verbal communication | |

## WORK EXPERIENCE

**Customer Service Representative**                                      2011 - 2012
**SMIG Technologies and Communication –** Lagos, Nigeria
- Assisted consumers with complaints and inquiries, providing details about goods and services, taking orders, and managing returns.

**Customer Service Representative**                                      2015 - 2016
**Rayzven Enterprise –** Lagos, Nigeria
- Assisted customers with complaints and questions, gave them information about products and services, took orders, and processed returns.
- Processing orders, forms, applications, and requests.

**Customer Service Representative**                                      2018 - 2019
**Rayzven Enterprise –** Lagos, Nigeria
- Assisted customers with complaints and questions, gave them information about products and services, took orders, and processed returns.
- Processing orders, forms, applications, and requests.

**Ifygeorge Collectibles**                                      2021 - 2022
**Website Content Manager –** Lagos, Nigeria
- Responsible for managing the website, creating, editing, and managing web content.

**Data Analyst**                                                              **2022 - 2024**
**SMIG Technologies and Communication –** Lagos, Nigeria
- Analyzed large datasets to extract meaningful insights for business decision-making.
- Cleaned and transformed raw data using SQL and Excel.
- Developed reports and visualizations using tools like Google Sheets and Power BI.
- Presented findings to management and stakeholders.

## PROFESSIONAL DEVELOPMENT

**Data Analysis Virtual Learning Program**                                    **2021**

Participated in an automated virtual program where I learned and implemented the following with several mentors in the Data Analytics field.

● Learned how to determine a business problem
● Learned several data-cleaning methods using Excel/Google Sheets
● Created Pivot Tables to show key insights within a dataset
● Learned basic functionality of Tableau and created data visualizations
● Earned a Team Member and Critical Thinker Badge by assisting my peers throughout the program

**ALX Virtual Assistant Program**                                             **2022**
I participated in an Eight-week ALX virtual assistant program where I gathered skills like internet research, grit, adaptability, and project management.
My key skills are patience, time management, confidentiality, discretion, attention to detail, and my ability to do extensive internet research and attend to customers.

**ALX Data Analytics Program**                                    **July 2023 - December 2023**

I enrolled in a six-month ALX Data Analytics program where I gathered the skills required to work with complex datasets and use these skills for data manipulation, analysis, and exploration. The program covers data analysis, structures, statistical models, logic, design thinking, problem-solving, and dashboard preparation.

## EDUCATION

**Abia State Polytechnic –** Abia, Nigeria                    **September 2016 – August 2018**
HND, Computer Science

**Abia State Polytechnic –** Abia, Nigeria                    **September 2012 – August 2014**
ND, Computer Science