

Emeka Ogbonnaya Ikechukwu

[Email](#) | [LinkedIn](#) | [Medium](#) | [Portfolio](#) | [Github](#)

Professional Summary

Detail-oriented Data Analyst with expertise in SQL, Power BI, and Excel. Skilled in data visualization, reporting, and business intelligence. Adept at translating complex data into actionable insights to support decision-making.

Technical Skills

- Microsoft Power BI
- Microsoft Excel
- Microsoft SQL
- Google Sheets
- Google Data Studio
- Google Analytic
- Data Modelling
- Data collection and analysis

Soft Skills

- Critical thinking
- Problem-solving
- Analytical thinking
- Excellent communication skills
- Effective time management
- Multilingual proficiency
- Attention to detail

Work Experience

Data Analysis Intern | Exelerate | [Link](#)

Apr – Jun 2024

- Collected and cleaned student datasets to prepare for analysis.
- Built Google Data Studio dashboards to visualize key performance metrics.
- Assisted in data analysis to enhance reporting accuracy and insights by 15%.

Personal Project

Onyx Christmas Sales and Trends | [Link](#)

Feb 2 – Feb 15, 2024

- Analyzed seasonal sales data, uncovering key holiday trends that enhanced inventory management and marketing strategies.
- Used Power BI to calculate sales metrics, identify peak sales days, and highlight top-performing products with line and bar charts.
- Built a dynamic dashboard to communicate insights and optimize future holiday campaigns.

Emyike90 Insurance Company | [Link](#)

Nov – Dec 2023

- Examined claims and policyholder trends, identifying high-risk claim zones and improving claims processing time by 15%.
- Used Power BI to create heat maps and KPI dashboards, highlighting service gaps.
- Provided actionable recommendations to enhance operational efficiency and customer experience.

Auto Sales Company | [Link](#)

Aug 20 – Sep 6, 2023

- Analyzed dealership data using SQL, uncovering a 20% sales spike in the SUV category during summer months.
- Applied advanced SQL techniques (CTEs, joins, aggregates) to calculate sales metrics and answer key business questions.
- Compiled insights into a report, guiding **inventory and marketing optimizations**.

Olist E-commerce Platform | [Link](#)

Mar – Apr 2023

- Analyzed sales data, helping Olist capture 14% of the total market share.
- Used **Excel formulas** (SUM, COUNT, MAX) to calculate sales metrics and gain deeper dataset insights
- Created **charts and an interactive dashboard** to visualize trends and support decision-making.

BOA Customer Complaint Analysis | [Link](#)

Dec 2024 – Jan 24, 2025

- Analyzed 5+ years of customer complaints, identifying trends and evaluating response effectiveness, contributing to a 66% resolution rate
- Cleaned data with Power Query and built Power BI dashboards using line charts, tree maps, and stacked area charts
- Delivered insights on response timeliness and recurring issues, driving customer service improvements.

Education

Bachelor of Science in Marketing

National Open University Nigeria | 2021 - 2025

Certifications

- **Theoretical and Practical SQL | [Link](#)**
June - August 2022
- **Mastering Power BI Fundamentals | [Link](#)**
October - December 2023
- **Introduction to Microsoft Excel | [Link](#)**
March - June 2022
- **Data Visualization Essentials with Power BI | [Link](#)**
December 2023
- **Google Data Analytics Professional | [Link](#)**
2024 - 2025