

# OBISESAN, EMMANUEL OLUWATOBI

+234 907 851 8379 | [oluwatobiobisesan9@gmail.com](mailto:oluwatobiobisesan9@gmail.com) | Surulere, Lagos State | [View my Portfolio](#)

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## CAREER SUMMARY

Detail-oriented and data-driven professional with over 4 years of experience in client management and operations, business reporting, and data analysis within financial services and customer-focused environments. Proven ability to extract, clean, and interpret large data sets leveraging tools such as Power BI, Excel, and SQL to generate actionable business insights, automate reports, and monitor key performance indicators. Experienced in collaborating across operations, sales, finance, and compliance teams to support decision-making and improve client satisfaction. Proven ability to translate complex data into meaningful business narratives that enhance decision-making and client retention.

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## DATA ANALYST | CLIENT OPERATIONS & INSIGHTS

Results-driven professional with 4+ years of experience in client management, operations, and data analysis. Skilled in using Power BI, SQL, and Excel to transform raw data into actionable insights, drive decision-making, and optimize customer and sales performance. Known for a unique ability to blend analytical thinking with relationship management, supporting cross-functional teams and enhancing operational efficiency.

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## CORE SKILLS & TOOLS

**Data Analysis & Reporting** – Power BI, Excel (Advanced), SQL

**Business Insight Generation** – Dashboarding, Trend Analysis, Performance Metrics, KPI Monitoring

**Client Management** – Relationship Building, Issue Resolution

**Operations Support** – Client Data Management, Process Optimization, KYC Compliance, Onboarding Support

**Presentation and Infographic Preparation**

**Stakeholder Communication** – Internal Reporting, Strategic Presentations

**Communication & Collaboration** – Cross-functional Communication, Strategic Communication

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## PROFESSIONAL EXPERIENCE

### Retail Operations & Reporting Associate

*Chapel Hill Denham, Lagos*

Nov. 2021 – Present

- Assisted in client onboarding and service documentation, performing KYC verification and maintaining accurate records in line with compliance standards.
- Served as the bridge between client-facing teams and internal stakeholders; collaborating with cross functional teams (IT, Sales, Finance, Operations) to streamline client operations.
- Developed internal reports and dashboards to track sales and customer engagement trends, contributing to a **20% improvement** in sales team performance.
- Utilized **Power BI and Excel** to analyse client transaction patterns and identify upsell opportunities across various financial products.
- Automated monthly reporting for investment maturity tracking, reducing processing time and improving disbursement accuracy for over **30,000 client accounts**.
- Led KYC document screening and compliance onboarding to ensure data quality and risk mitigation, supporting regulatory alignment.

## Financial Advisor – Data-Driven Advisory

Chapel Hill Denham, Lagos April

2021 – Oct. 2021

- Conducted detailed assessments of client financial profiles to recommend investment strategies aligned with goals, risk appetite, and behaviour trends.
- Created customized Excel reports to support clients' long-term planning, including education and savings portfolios.
- Collaborated with internal teams to present insights on product adoption and customer segment performance.

## Customer Relationship Manager

Wunmi Atoba Enterprise, Lagos

Nov. 2019 – March 2021

- Analysed customer data and sales trends to refine product offerings and marketing strategies, resulting in a **20% sales uplift** in six months.
- Identified gaps in customer engagement and introduced process improvements to enhance retention and satisfaction.
- Acted as the main contact for high-volume clients, using data to inform personalized service strategies

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## PROJECTS

[View Portfolio](#) for details

### Sales Performance Dashboard | Power BI

Built a Power BI dashboard for multi-channel sales analysis, identifying underperforming segments, high-performing regions, and top-selling products to uncover effective sales channels, product lines, and regions; guiding strategic focus and investment to drive overall sales growth.

### Analysis of a Sales Report | Excel

I examined a dataset that was provided by international breweries with the sole aim to proffer recommendations in order to maximize profit, reduce loss to the lowest minimum and increase sales

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## CERTIFICATIONS

- **Global Data Analyst** – Edubridge Academy | July 2024
- **Customer Experience (CX) for Business Success** – HP LIFE | March 2025
- **Business Analysis & Process Management** | Coursera | March 2025
- **Effective Leadership** – HP LIFE | March 2025

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## EDUCATION

### B.Sc. Biochemistry

Novena University, Delta State | Nov. 2014 – Sept. 2018