

EPHRAIM EMMANUEL

CONTACT

A📍: Lagos, Nigeria
C📞: (+234) 8165333557
E✉: [click me](#)
LinkedIn: [ephraim](#)

EDUCATION

M. Sc. Economics
Covenant University, Nigeria
Oct 2019- Oct 2021

B.Sc. Economics
Covenant University, Nigeria
Sep 2013 – Jul 2017

CERTIFICATES/COURSES

SAP S/4 Certifications
| March 2025

SAP S/4 Hana Cloud Public Edition
Certified Implementation Consultant | May 2024

SAP S/4 Hana Product Compliance
| Mar 2024

SAP Business One
Certified Associate
| May 2023

SAP Business ByDesign
Certified Associate
| May 2023

Google Data Analytics
Coursera (In-view)

Microsoft Excel & Power Bi
10alytics | June 2021

Foreign Exchange Training
Jul 2020

National Youth Service Corp
National Youth Service Commission
| Mar 2019

Financial Management Training
Health Strategy & delivery Foundation | Oct 2018

Diploma in Leadership Development
African Development Center Program | May 2017

INTERESTS

Football, Upskilling, cultural integration, entertainment, travelling and socializing.

PROFILE

A dedicated and results-oriented professional with previous experience in public administration and finance. Software consultant with experience on business-driven data analytics; Competently analyzes corporate business processes to fulfill client needs, provides recommendations for implementation and maintenance, keeps accurate customer feedback information, and supports product development based on customer analysis.

WORK EXPERIENCE

Software Consultant **Aug 2022 – Present**
I4nnova LTD, Lagos, Nigeria.

- ∞ Implemented software solution to help organization automate business processes.
- ∞ Detailed documentation of software requirements and specifications
- ∞ Organized trainings and updated user manuals to aid end-users' usage of system.
- ∞ Constant support on various modules implemented for end-users.
- ∞ Troubleshooting & Debugging error in software application.

Data Manager/ Associate Monitoring & Evaluation Officer **Apr 2018 – Mar 2019**
Nasarawa State primary Health Care Development Agency, Nigeria.

- ∞ Organizing Microsoft office trainings for LGA Officers to aid health care programs.
- ∞ Develop & implement procedures for effective data management.
- ∞ Manage all incoming data files and evaluate information that affect analytical results.
- ∞ Keeping accurate records of discussions with partnering corporations like HSDF, BMGF.
- ∞ Assist project manager in preparing progress reports on regular basis.

Sales Manager **Jul 2016 – Aug 2016**
Rain Oil Limited, Nigeria

- ∞ Determine discount rates or special pricing plans (price ceiling/price floor).
- ∞ Analyzing statistics and determining the level of customer service the organization is providing.
- ∞ Resolve customer complaints regarding sales and service.
- ∞ Made use of Games theory in analyzing daily price for sales of oil products
- ∞ Conducted interactions with clients to harness feedback after sales.

Associate Communications Officer **May 2016 – Jun 2016**
Margaret Ekpo International Airport, Nigeria

- ∞ Communicating courteously with customers by telephone, email, face to face.
- ∞ Worked with senior associates on communication procedures.
- ∞ Involved in file management, record keeping and distribution of files to required offices.
- ∞ Executing communication strategies using customer relationship management.

Marketing Intern **Jun 2015 – Aug 2015**
Ibafon Oil FZE, Nigeria

- ∞ Responsible for Collecting and analyzing data to identify customer trends.
- ∞ Measuring customer satisfaction with company products/services.
- ∞ Helped distribute marketing materials to both customers and company employees.
- ∞ Provided market analysis and ideas to help generate successful trading.