

NANCY FAKROGHA

DATA ANALYST

CONTACT

+2348090756287
Nancyfaks@gmail.com
LinkedIn , GitHub profile
Lagos, Nigeria.

PROFILE

Entry level data analytics professional; recently completed the Google Data Analytics Professional Certificate and passionate about helping businesses through customer success experience and data driven decisions. She has over two years' experience in the banking sector where she gained capacity in developing, maintaining and implementing customer first culture, led the front-line daily cash transactions and showed proven ability to communicate with both technical and non-technical audience.

She loves data and she is building her skills in analyzing structured and unstructured data to derive insights for business decisions.

SKILLS

- PYTHON
- SPREADSHEETS
- R
- SQL
- PATTERN RECOGNITION
- POWER BI/TABLEAU

EDUCATION

Coursera /Google Data Analytics Professional Certificate

APRIL 2021 - AUGUST 2021, Online

Completed extensive certificate training. Demonstrated hands-on experience with data cleaning, data visualization, project management. Fluency in computer programming languages and a solid understanding of databases.

Niger Delta University / BSc. Economics

NOVEMBER 2012 - MAY 2017, Bayelsa, Nigeria.

EXPERIENCE

United Bank for Africa/ Team Lead, Cash Transactions

SEPTEMBER 2020 - JANUARY 2021, Lagos, Nigeria

Managed a team of 5 employees, responsible for tracking customer feedback and selecting products to fit individual needs. Ensured an increase in productivity, measured by the average wait time of each customer, through collaboration with fellow team members.

United Bank for Africa / Customer Relationship Officer

JANUARY 2019 - AUGUST 2020, Lagos, Nigeria

Increased client retention up to 20% by engaging clients to understand and effectively communicate solutions to their needs and complaints to prevent the recurrence of similar cases. Minimized processing errors by 10% by paying attention to detail for every deposit and withdrawal transaction carried out in favor of existing and potential customers.

PROJECTS

[HOW CAN A WELLNESS TECHNOLOGY COMPANY PLAY IT SMART?](#)

I analyzed smart device data to gain insight into how consumers are using their smart devices and performed numerous real-world tasks of a junior data analyst by following the steps of the data analysis process: Ask, Prepare, Process, Analyze, Share, and Act.