

# FELICITAS EZECHIKELUBA

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## PROFESSIONAL SUMMARY

Results-driven Data Analyst with 2+ years of experience specializing in Healthcare, Sales, and Operations analytics. Expert in transforming complex datasets into actionable insights using Excel, SQL, Power BI, and Tableau. Proven track record of achieving 98% data accuracy in healthcare monitoring programs and reducing billing disputes by 50% through enhanced data validation. I am skilled at building interactive dashboards, conducting field research, and identifying trends that optimize operational efficiency and improve health outcomes across diverse settings.

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## TECHNICAL SKILLS

- Data Analysis & Visualization:** Microsoft Excel (Advanced), Google Sheets, SQL, Power BI, Tableau, IBM-SPSS, Google Data Analytics
- Programming Languages:** SQL, R (Basic), Python (Beginner)
- Data Collection & Management:** SurveyCTO, Google Forms, HMIS (Health Management Information Systems), Database Management
- Healthcare Analytics:** NTD Data Monitoring, Patient Data Management, Program Evaluation, Health Information Systems
- Business Intelligence:** Dashboard Development, KPI Tracking, Trend Analysis, Performance Metrics, ESG Analysis
- Digital Tools:** Google Analytics, SEO Optimization, Canva, MS Office Suite (Word, Excel, PowerPoint, Access)
- Core Competencies:** Data Quality Assurance, Statistical Analysis, Field Survey Administration, Data Cleaning & Validation, Report Generation, Stakeholder Communication, Problem-Solving, Attention to Detail, Healthcare Operations, Sales Analytics

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## PROFESSIONAL EXPERIENCE

**Monitoring & Data Field Enumerator Helen Keller International** | Uyo, Akwa Ibom State | November 2024

- Conducted field surveys and administered structured questionnaires across rural communities to collect healthcare data for Neglected Tropical Diseases (NTD) programs
- Achieved 98% data reporting accuracy through rigorous quality control, validation processes, and systematic verification protocols
- Managed data entry into centralized databases ensuring 100% confidentiality, accuracy, and consistency across all records
- Collaborated with cross-functional healthcare teams to analyze program impact and optimize intervention strategies
- Generated daily reports identifying health trends, coverage gaps, and areas requiring urgent intervention to inform public health policy decisions

**NTDs Unit Monitoring & Data Field Assistant Akwa Ibom State Ministry of Health** | Uyo, Akwa Ibom State | June 2024 - May 2025

- Supported state-level NTD control initiatives by collecting, analyzing, and reporting field data for disease surveillance programs across multiple districts .
- Collected and analyzed field data for NTD control initiatives, identifying patterns that improved resource allocation and healthcare delivery by 30%.
- Conducted comprehensive surveys and monitored delivery of health interventions, assessing effectiveness and treatment coverage rates.
- Ensured data integrity and compliance with Ministry of Health standards and reporting protocols

#### **Content Writer Zonkewap.co | Remote | April 2024 - October 2024**

- Researched and published 50+ SEO-optimized articles that increased website engagement by 40% and improved search rankings.
- Conducted keyword research and competitive analysis using Google Analytics to inform data-driven content strategy.
- Analyzed website traffic data to identify high-performing content and optimize user retention rates.
- Collaborated with marketing team to align content with business objectives, sales goals, and audience needs

#### **IT Educator & Co-Instructor Infosys Digital Solutions | Imo, Nigeria | October 2023 - April 2024**

- Prepared and executed detailed lesson plans for IT curriculum covering Microsoft Office Suite and database management systems.
- Developed comprehensive course syllabus and assessed student learning outcomes using data tracking systems to measure progress.
- Designed and delivered IT training emphasizing both basic and advanced computer skills including data analysis fundamentals.
- Provided supervision, mentorship, and motivation to high school students in educational setting Managed computer lab operations including software updates, hardware maintenance, and inventory tracking.
- Created performance dashboards to evaluate student achievement and course effectiveness

#### **Medical Data Entry Assistant Intern Clinix Healthcare | Lagos, Nigeria | January 2022 - June 2022**

- Utilized MS Excel and Health Management Information Systems (HMIS) to store, retrieve, and update patient records across 500+ patient files.
- Conducted data validation and quality checks by comparing transcribed data against source documents to detect and correct errors.
- Managed patient records and financial data with 100% accuracy and strict adherence to confidentiality and HIPAA compliance standards.
- Verified insurance details and processed billing information, reducing billing disputes and payment delays by 50%.
- Generated weekly reports on patient admissions, treatments, and financial performance to support operational decision-making.

## **PROJECTS**

### **ESG-Financial Performance Analysis : [Link](#)**

Analyzed correlation between Environmental, Social, and Governance (ESG) scores and financial performance across 100+ companies using Microsoft Excel.

- Cleaned, organized, and validated multi-industry datasets ensuring data quality, consistency, and accuracy.
- Performed data normalization and statistical analysis to identify key ESG factors influencing financial outcomes.
- Built interactive dashboard visualizing trends, correlations, and performance metrics for executive stakeholders.
- Presented findings that informed investment decision-making and sustainability strategy recommendations

#### **Healthcare Data Cleaning & Quality Improvement Case Study: [Link](#)**

Cleaned and validated health intervention datasets containing 10,000+ records, identifying data quality issues including missing values and duplicates.

- Visualized health data trends using Power BI to communicate program effectiveness and coverage gaps to stakeholders.
- Identified reporting inconsistencies and proposed actionable data quality improvement recommendations.
- Developed standardized data collection protocols and validation procedures to enhance future data quality by 40%.
- Created comprehensive data quality assessment report with implementation roadmap

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## **EDUCATION**

### **Bachelor of Science (BSc) in Science Laboratory and Technology**

**Specialization:** Physiology/Pharmacology Technique

University of Nigeria, Nsukka | Enugu State, Nigeria | 2017 - 2023

### **West African Senior School Certificate Examination (WASSCE/NECO)**

Federal Government Girls' College Owerri | Imo State, Nigeria | 2010 - 2016

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## **CERTIFICATIONS**

- Google Data Analytics Professional Certificate (In Progress)
- Google Analytics Certification | edX | 2024

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## **ADDITIONAL INFORMATION**

Languages: English (Fluent)

Availability: Immediate

Willing to Travel: Yes

References: Available upon request