

ADAJI GRACE ONYECHE

Toronto, ON

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PROFILE

Insight-driven Business Analyst with 20+ years of experience across financial services, customer care, billing, and data analysis. Proven ability to enhance efficiency and drive revenue growth, including achieving a 15% increase in annual revenue through data analysis and strategic thinking. Skilled in performance management, stakeholder engagement, team leadership, and deriving insights using Python, Excel, SAS, and Tableau. Collaborative problem-solver focused on delivering practical, data-backed solutions.

HIGHLIGHT OF QUALIFICATIONS

- 20+ years of cross-functional experience in customer care, billing, and financial services
 - Proficient in Python, Excel, SAS, Tableau, and performance analysis tools
 - Strong knowledge of data cleaning, modeling, and reporting techniques
 - Proven track record of improving revenue through strategic data analysis (e.g., 15% increase)
 - Skilled in stakeholder engagement, team leadership, and decision support
 - Excellent communicator with a collaborative, insight-driven approach to problem-solving
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WORK EXPERIENCE

Manager, Credit Control (Financial Services)

Abuja Electricity Distribution Company

February 2023 – January 2024

- Managed the debt and credit of the utility company, by overseeing and supporting step-by-step changes in credit and debt performance, a process improvement that led to the monthly recovery of 5% bad debt and a 15% increase in annual revenue.
- Maintained periodic engagements with contracted third parties, legal officers, and customers on debt settlements, contributing to a 15% reduction in delinquency rates. This proactive approach ensured a more consistent revenue stream.
- Organized comprehensive training and mentoring programs on organizational and system processes. This initiative resulted in a 50% reduction in the average processing time of tasks within the department, leading to increased efficiency and improved productivity.

- Developed strategic initiatives targeted at recovering debt settlements from high profile, achieving a monthly recovery rate of 5% while maintaining a positive relationship with key clients. This enhanced business performance and customer satisfaction.

Manager, Quality Assurance, Billing

Abuja Electricity Distribution Company

February 2021-March 2023

- Achieved 99.5% billing accuracy and 99.9% compliance through rigorous quality control across electricity billing operations
- Managed meter reading records for over 1 million customer accounts, processing new connections, disconnections, and meter changes, while identifying and resolving meter reading exceptions.
- Resolved 95% of billing complaints within 24 hours, enhancing customer satisfaction and service delivery
- Led staff training sessions to reinforce accurate billing practices and regulatory compliance, contributing to a 20% reduction in billing errors
- Leveraged advanced Excel tools to manage billing data, generate reports, and support financial reconciliation

Manager, Regional Commercial Services

Abuja Electricity Distribution Company

April 2019- February 2021

- Developed and implemented a direct-to-customer marketing strategy that resulted in a 10% increase in customer capture and boosted revenue by 10% over nine months.
- Analyzed business requirements, workflows, and processes, leading to a 25% reduction in process cycle time and improved adherence to procedures.
- Identified performance gaps and executed corrective actions, resulting in a 10% increase in target achievement in 2021 compared to the previous period.
- Spearheaded the pilot launch of the Integrated Commercial Management System, enhancing service delivery and customer experience, achieving a 60% rise in customer satisfaction and a 70% drop in complaints.

Senior officer, Data analyst

Abuja Electricity Distribution Company

July 2013- April 2019

- Enabled data-driven decision-making for the Performance Management Team by providing 20 actionable insights
- Reviewed regular organization-wide performance dashboards, proactively identifying significant variances and reducing identification time
- Ensured risks to performance and business success were identified, managed, and controlled in collaboration with colleagues, resulting in a 20% reduction in critical risk incidents over the year

- Set high performance standards for Commercial Services teams (Business districts and Service hubs) and offered plans that gave high performance, achieving a 25% increase in quarterly sales targets.

Customer Care Officer, Customer Care Unit

July 2013-April 2019.

Abuja Electricity Distribution Company

- Resolved all customer-related issues to reduce complaints and improve service delivery
- Ensured timely and professional responses to all customer correspondence.
- Created a positive relationship with customers and staff, contributing to a welcoming environment.
- Handled inbound and outbound customer calls, emails, and live chats promptly and professionally.

CERTIFICATIONS & TRAINING

- • Google Analytics 4 Certificate Google (2025)
Gained skills in user behavior tracking, funnel analysis, and performance reporting
- • Power BI Virtual Training Business Analytics Association, Centennial College (2024)
Hands-on experience with dashboards, KPIs, and data visualizations

EDUCATION AND QUALIFICATIONS

Post Graduate Certificate, Business Analytics (in view).	Centennial College
Master's in business administration (2008)	University of Abuja
Postgraduate Diploma, Business Administration (2004)	Kaduna Polytechnic
Diploma in Data Processing and Information Technology (2001)	Sham-Lad Computer Institute
Bachelor of Science Applied Chemistry (1999)	University of Jos

COMMUNITY INVOLVEMENT

Volunteer Service

- Community engagement on customer complaints resolution July 3,2023-July 9,20
Participated in a week-long initiative to resolve escalated customer complaints, enhancing satisfaction and transparency.