IBUKUN AGBOOLA

BUSINESS ANALYST

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WORK EXPERIENCE

BUSINESS ANALYST

MIJAN LOGISTICS

📅 NOV 2020 - APRIL 2022 📍 Hybrid

- Used Tableau and Power bi to redefine and track KPIs surrounding marketing initiatives, and supplied recommendations to optimize operations.
- Built data visualizations using SQL and Tableau for business KPIs that reduced manual reporting work by 10 hours weekly
- Formed hypotheses, and tested ideas to determine viability of operation outcomes also Identify and research Potential clients
- Partnered directly with the executive team as the first data hire to formulate and report on KPIs across operations using Microsoft Excel and Google sheets.
- Built operational reporting in Excel and Power bi to find areas of improvement for operations resulting in annual incremental revenue
- Implemented a long-term pricing experiment that improved gross profit by over 25%
- Built out the data and reporting infrastructure from the ground up using Excel, Power bi, and Tableau to provide real-time insights into the operations, marketing funnels, and business KPIs
- Locate and define new process improvement opportunities

Operations Officer

HOR Logistics, Chevron

📅 May 2020 - Nov 2020 📍 LAGOS

- Developed a working knowledge of products and developments in the Logistic industry to provide current recommendations and assistance to boost customer satisfaction by more than 20%
- Organized shelves, and restocked merchandise as needed to ensure customers could access desired items
- Received and organized new merchandise, checking items against invoices and labeling and pricing products
- Interacted with disgruntled customers by phone, email, and in-person to assist them with store credit, returns, and store/employee feedback
- Tracked inventory, and ordered merchandise and supplies according to corporate guidelines to maximize sales and maintain store appearance

CAREER OBJECTIVE

Data Analyst with over 3 years of experience interpreting and analyzing data to drive successful business solutions. Proficient knowledge of statistics, mathematics, and analytics. Seeking to apply an excellent understanding of business operations and analytics tools.

EDUCATION

B.Sc.
Physical Sciences Mathematics
University of Ilorin

📅 2013 - 2017
📍 Ilorin, kwara State

Senior Secondary Certificate Examination
Federal Government College Ikirun

📅 2001 - 2007
📍 Ikirun. Osun State

SKILLS

Microsoft Office

Microsoft Word

SharePoint and advanced Microsoft Excel functions

Microsoft PowerPoint

- Maintained an up-to-date knowledge of product inventory and company procedures to handle customer inquiries
- Assisted with internal training of new emoloyess on the usability of the company app launched
- Participated in stakeholder meetings with cross-functional team, and helped define go-to-market strategies
- Built and maintained relationships with business customers to understand their needs and improve the customer satisfaction

Operations/Policy Officer
OPAY/ORIDE
📅 2019 - 2020　　📍 LAGOS

- Developed opening and closing procedures and daily store operations, including inventory count, crisis management, and shift procedures to improve efficiency
- Tracked inventory, and ordered merchandise and supplies according to corporate guidelines to maximize the operation and maintain store appearance
- Monitored inventory to ensure all items were available without overstocking, consulted the right party to determine important items and added similar items to the inventory
- Documented lead generation processes to coach 10 other team members to utilize and enhance these processes
- Developed a data-driven approach to tracking, and automating business development processes, saving over 50 hours of manual work each month
- Led, developed, and executed marketing strategies to generate new opportunities that brought about expansion of the business
- Liaised with scheduling, field operations, and engineering on project development and asset optimization for refined product Marketing terminals across the state.
- Accessed current procedures, training, inventory, analyzing performance data, and updating policies to reflect new development

Data Analytics
Data Visualization
Buiness Intelligence
SQL
Tableau
Power BI

Programming Languages

Html
CSS
Javascript
Python

Soft Skill
Pattern and trend identification
Attention to detail
Risk assessment
Teamwork & collaboration
Decision-making