Precious Andrew

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Results-driven Data Analyst with 4+ years of experience transforming complex datasets into actionable business insights across healthcare technology and energy sectors. Proven expertise in building automated analytical frameworks, developing predictive models, and creating data visualization dashboards that drive operational improvements. Strong background in performance analysis, forecasting, and stakeholder reporting with demonstrated ability to reduce manual processes by up to 80% through data automation solutions.

SKILLS

- **Digital & Analytics:** A/B Testing, Data Gathering, Data Modeling, Data Monitoring, Google sheets, Looker, Looker Studio, Microsoft Excel, Power BI, SQL

WORK EXPERIENCE

Data Analyst
Loveworld Incorporated • 02/2025 – Present

- Built an end-to-end finance analytics pipeline processing £500k+ annual donation data across 4+ years using Google Sheets, Google Apps Script automation, and Looker Studio visualizations.
- Automated ETL processes using Apps Script, eliminating 20+ hours of weekly manual data entry and reducing reporting errors by 95%.
- Developed a predictive donation forecasting model using historical trend analysis that accurately predicted quarterly giving patterns within 8% variance, enabling better budget planning.
- Created real-time donor segmentation dashboard that identified top 20% donors contributing 70% of revenue, leading to targeted retention campaigns that increased repeat donations by 25%.

Quality & Performance Analyst –OVO Energy (Foundever)
Foundever • 02/2024 – Present

- Analyzed 3,000+ customer call recordings using structured data collection in Google Sheets, identifying 12 key failure patterns that reduced complaint escalations by 22% within 3 months.
- Built automated performance tracking dashboard in Looker processing quality scores for 200+ agents, resulting in 15% improvement in team performance metrics.
- Developed statistical sampling methodology for call monitoring that reduced analysis time by 40% while maintaining 95% accuracy in quality assessments.
- Created a predictive coaching model using performance trend analysis that identified at-risk agents 2 weeks earlier, preventing 85% of potential performance issues.

Complaint Resolution Specialist - OVO Energy (Foundever)
Foundever • 11/2022 - 02/2024

- Resolved 20+ escalated compliance cases weekly while maintaining 98% customer satisfaction and zero regulatory breaches.
- Conducted detailed root cause investigations and implemented corrective actions, reducing the recurrence of similar complaints.
- Maintained full compliance with Ofgem regulations and consumer protection requirements across all case resolutions.

Product Manager (Analytics Focused)
Reliance Health • 09/2020 - 11/2022

- Analyzed user behavior data from 50,000+ healthcare app users using Google Analytics and SQL, identifying conversion bottlenecks that informed UX changes, resulting in a 45% reduction in onboarding dropoff.
- Built a customer acquisition funnel analysis processing 10,000+ monthly sign-ups, optimizing conversion rates from 12% to 18% through A/B testing and statistical significance testing.
- Developed market expansion feasibility model using demographic and competitive data analysis, successfully launching in 3 new markets with 90% accuracy in revenue projections.
- Implemented data-driven product roadmap using user engagement metrics and cohort analysis, increasing monthly active users by 30% and reducing feature development waste by 60%.

EDUCATION

B Sc. Geology
University Of Lagos

CERTIFICATIONS

Power BI Data Analyst Associate • 12/2024 - Present
Microsoft

Lean Six Sigma Yellow belt • 03/2021 - Present
VMEdu Inc