

Adeniran John Temitope

Data Analyst | Python Developer (*in view*)

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About me

Data-driven professional with a passion for uncovering insights from data to solve real-world business problems. Skilled in Python, SQL, and Power BI, with a strong background in Chemical Engineering. What I do outside work is enjoy the serene environment and explore nature.

Work Experience

MIS Analyst

MacTay Consulting (Contracted to MoMo PSB/MTN Nigeria)

February 2024 - Present

- Assisted in cleaning and analyzing large datasets for business insights
- Supported the development of dashboards for real-time business tracking
- Provided actionable recommendations to improve call center operations
- Performed HR analytics and identified workforce trends to support HR decisions

Call Center Representative

Team Lead, MacTay Consulting (Contracted to MoMo PSB/MTN Nigeria)

February 2021 - February 2024

- Analysed call volumes and customer feedbacks for business and management decisions
- Effectively engaged customers on new wallet services and resolved transaction-related issues
- Monitored failed or delayed transactions, pacifying customers and escalating to relevant teams for timely resolution thereby promoting user-satisfaction
- Provided guidance to customers on product use such as mobile wallets, USSD codes and payment services which reduced call back rates
- Used CRM to log customer complaints and raise tickets for backend resolution enhancing customer satisfaction

Education

Bachelor of Engineering Chemical Engineering

*Federal University of Technology
2015 - 2019*

Diploma in Chemical Engineering

Federal Polytechnic Mubi 2011 - 2014

Skills

- Data Analysis: Python, SQL, Excel
- Visualization Tools: PowerBI

Certifications

- Python Developer (Udemy - *in view*) - 2025
- Artificial Intelligence Career Essentials (ALX) - 2024
- Data Analytics Professional Certificate (ALX) - 2023

Interests

- Nature
- Technology
- Movies