

ENIKELE MOSES ISEGHOSIME

16/17 OPELOYERU STREET, ORILE-IGANMU, SURULERE, LAGOS STATE.

enikelemoses@gmail.com

Mobile: (+234) 812 229 9452, 905 693 8405

WORK EXPERIENCE

(2020)

Voicecast (Remote)

Business Analyst

Tasks

- **Building and evaluating advancement processes.**
- **Estimating advancement efficiencies and connected prices for management choices.**
- **Carrying out analysis of present processes and identifying opportunities to enhance processes.**
- **Creating and implementing initiatives, business process development, and operative process management.**
- **Liaising with management to coordinate process improvement project activities.**
- **Inspecting effectiveness of active process improvement initiatives and make useful recommendations.**
- **Collecting information and evaluate them in the alignment of project goals and organization goals.**
- **Communicating with workers at all levels to evaluate key performance measures of loss, cost and wages.**
- **Creating process plans that contain project goals, milestones, and resources.**
- **Providing detailed reports indicating system necessities and computer code functions in terms of operation.**

(2019)

Edves Nig Ltd, Ilorin, Kwara.

IT Trainee

Tasks

- ***Attending to customers complaints and requests via phone and chat.***

- *Analyzing company's data e.g active users, emails received, churned users, new users, etc., using R and other data science packages.*
- *Training of new schools on Edves education platform.*
- *School's Template verification (Leaving no room for error).*
- *Assistant Assets Maintenance Officer.*
- *School On-boarding Supervisor.*

(2016)

First City Monument Bank, Lagos.

Customer Service/ Bulk Teller

Tasks

- *Confirming and counting bulk cash.*
- *Assisting in account opening.*
- *Assisting in cash deposit and withdrawals.*
- *Providing customers with help when needed.*
- *Assisting in vault-in and vault-out, etc.*

(2014)

Swifta Systems and Services, V.I, Lagos.

IT Trainee

Tasks

- *Providing assistance to staffs in the organization.*
- *Became part of the Google team.*
- *Participated in training of customers in Google applications.*
- *Providing assistance in repairing of computer systems, etc.*

(2011 - 2013)

Electronics Solution Limited, Iponri, Lagos.

Customer Attendant

Tasks

- *Attending and resolving customers complaints.*
- *Resolving requests and rendering quality services to aid customer satisfaction.*
- *Providing satisfactory services to customers.*
- *Providing quality solutions to customers electronics.*

EDUCATION

- 2021 **University of Ilorin, Ilorin, Kwara State.**
 B.Sc Statistics (First Class Honours)
- 2015 **Auchipolytechnic, Auchi, Edo State.**
 ND Computer Science (Distinction)
- 2011 **Penny Secondary School.**
 Senior Secondary School Leaving Certificate (SSCE)

SOFTWARES

R	PROFICIENT
PYTHON	INTERMEDIARY
SQL	PROFICIENT
MICROSOFT EXCEL	PROFICIENT
MICROSOFT ACCESS	PROFICIENT
MICROSOFT POWERPOINT	PROFICIENT
GOOGLE ANALYTICS	PROFICIENT
TABLEAU	PROFICIENT
POWER BI	PROFICIENT
SPSS	PROFICIENT

PROJECT

VOICECAST APP

GOALS

- To create a user growth model;
- To forecast the proposed acquired users, churned users, retained users and
- To model financial projections for the next 10 years.

OBJECTIVES

Speed up Responses and reduce Abandons.

Make Self – Service containment a priority.

Offer Advisory support.

Improve Forecast Accuracy.

Get Smarter over Adherence.

Seeking exposure in the industry.

Able to work on owns' innovation and under less supervision technically with good team synergy.

PERSONAL ABILITIES & SKILLS

- Effective and efficient.
- Result Oriented and Performance Driven.
- Excellence in Work and other Work-related Activities.
- Ability to Inspire Work Force.
- Highly creative and organized.
- Team player
- Prioritizing skills
- Attention to detail (Can see what others would overlook)
- Fast learner
- Verbal and written communication skills
- Accuracy
- Flexible
- Multitasking

OTHER SKILLS

Active Listening, Organizational Skills, Resilience, Being Receptive to Feedback, Empathy, Quick Thinking, Patience, Good Memory and vast in Computing.

REFERENCES

Available on request.