Ekene Okoli
Data Analyst || Front-End Developer || CRM Expert || I.T Support
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Professional Summary

Application Analyst and Frontend Developer with 3+ years of experience turning data into actionable insights and building responsive web applications. I am skilled in Excel, SQL, JavaScript, and design with a proven track record of improving decision-making and optimizing user experiences. Passionate about using data and technology to solve complex business problems and drive digital transformation.

Technical Skills

- Programming & Tools: SQL, JavaScript, Git, GitHub
- Frontend Development: HTML5, CSS3, JavaScript (ES6+), React (learning), Tailwind CSS, Responsive Design
- Data Analysis & BI: Excel, Data Cleaning, Data Visualization, Exploratory Data Analysis (EDA), KPI Reporting, Google Sheets
- Software & Systems: EMR/EHR Systems, Linux, Windows OS, Network Troubleshooting, SaaS Tools (Google Workspace, Trello)
- Soft Skills: Critical Thinking, Cross-functional Collaboration, Agile Methodology, Communication, Teamwork.

Professional Experience

Enterprise Analyst

Iwosan Lagoon Hospitals.

(June 2023 Present)

As an Enterprise Analyst, I
- Analyzed operational data using SQL, identifying key performance metrics that guided executive planning and led to a 15% increase in efficiency.
- Successfully led the team in a data validation for patient medical records after migration of patient information thus leading to accurate data integrity.
- Built interactive dashboards in Excel that enabled real-time monitoring of patient data validation and reduced manual reporting hours by 20%.
- Streamlined data validation processes, increasing data integrity and reducing input errors by 30%.
- Monitor and maintain computer systems and networks.
- Respond in a timely manner to service issues and requests from end users.
- Provide technical support across the company (this may be in person or over the phone)
- Set up accounts for new users and conduct training sessions on EMR/EHR usage.
- Delivered EMR/EHR training to 50+ staff, decreasing support requests by 25% and improving system adoption across departments.
- Utilize SQL for Database manipulation and data reporting using queries.
- Conduct testing for new EMR/EHR technologies.
- Take part in configuring computer hardware, software, systems, networks, printers, and

scanners for the EMR.

• Implementing new features & changes in the software as requested.

I.T Support Officer
Medismart Ng. Ltd.
(November 2022 – June 2023)
As an IT support Officer, I

• Ensure the smooth running of computer systems, routers, switches, internet and ensure users get maximum benefits from them. Thereby Enhancing system reliability by monitoring network infrastructure and reducing downtime incidents by 40%.

• Resolved over 200 IT issues, maintaining 95% SLA compliance while improving first-contact resolution rates.

• Troubleshot complex software and hardware issues across departments, improving end-user satisfaction and reducing escalations.

• Guided and answered complaints or enquiries from users.

I.T Support Officer (NYSC)
National Youth Service Corps
(Nov 2021 - Nov 2022)
As an IT Support Officer, I

• Provided Level 1 & 2 support to 70+ users, cutting issue resolution time by 35% through process automation and technical documentation.

• Established an IT inventory system that improved hardware tracking accuracy by 40%.

• Verified functionality of hardware and software components.

• Authored FAQs and setup guides for recurring issues, reducing support workload by 25%.

Frontend Web Developer Intern
Driver
(Apr 2022 - Oct 2022)
As a frontend developer, I

• Used markup languages like HTML, CSS and JavaScript to create user-friendly web pages.

• Engineered responsive websites using HTML, CSS, and JavaScript, enhancing user experience and improving mobile speed scores by 45%.

• Optimized applications for maximum speed.

• Applied SEO and accessibility standards, increasing organic search visibility and usability for diverse users.

• Designed mobile-based features.

• Collaborated with back-end developers and web designers to improve usability.

Customer Service Representative
Intelligra Ng, Ltd.
(Nov 2020 - Oct 2021)
As a CSR, I

• Maintained a positive, empathetic, and professional attitude toward customers always.

• Managed 100+ weekly customer cases through CRM tools, maintaining a 95% customer satisfaction score.

- Responded promptly to customer inquiries.
- Communicated with customers through various channels.
- Analyzed customer interaction data to develop upsell strategies, increasing product revenue by 15%.
- Digitized order workflows, decreasing processing time by 30% and improving transaction accuracy.
- Processed orders, forms, applications, and requests.
- Kept records of customer interactions, transactions, comments, and complaints.

Chemical Analyst
Spectrum Inspections Services May 2017 - Jun 2018

My responsibilities included
- Chemical analysis of Petrochemicals and Petroleum products.
- Conducting ASTM-compliant lab tests on petroleum samples, ensuring 100% regulatory compliance and reducing retesting costs.
- Interpreting lab data trends and communicated findings in technical reports for stakeholders.
- Safety and health.
- Sample Collections from tanks, vessels etc.
- Data analysis of petroleum products.

Education

Nnamdi Azikiwe University
Bachelor of Science, 2018

Holberton School
Computer Software Engineering
(Feb 2022 - Mar 2023)

Licenses & Certifications

Certified Software Engineer – ALX Africa

Certified Professional Chemist - American Chemical Society

Certified Data Analyst – ALX Africa