TEMITOPE ABISOLA

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Analytical and detail-oriented Data Analyst with a master's in data science and a strong background in CRM systems, data visualization, and stakeholder communication. Experienced in managing large datasets, developing dashboards, and delivering actionable insights to support strategic goals. Proven success in nonprofit and commercial settings, proficient at using tools such as Salesforce, Power BI, SQL, and Excel. Passionate about data integrity, process improvement, and ethical data handling.

Education and Certification

• Azure Synapse Analytics for Data Engineers – Udemy	**In-View**
• Big Data & Machine Learning Fundamentals – Google Cloud Platform	**In-View**
• M.Sc. (Data Science) Manchester Metropolitan University	**Sept 2022 – Sept 2023**
• B.Sc. (Industrial Chemistry) Oduduwa University	**Oct 2014 – Nov 2018**

Technical Skills

- **CRM & Data Management:** Salesforce (user & support experience), Excel (Advanced), Data Entry, Data Cleansing, Documentation
- **Visualisation & Reporting:** Power BI, Tableau, SQL, Excel dashboards
- **Programming & Analysis:** Python (pandas, scikit-learn), SQL, Statistical Modelling, Data Mining, Predictive   Modelling.
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- **Tools & Platforms:** Jupyter, Azure, AWS, Jira, ServiceNow, SurveyMonkey, Zendesk, Confluence, SharePoint
- **Other:** GDPR compliance, stakeholder communication, cross-functional collaboration

Soft Skills

Leadership, People Skills, Coordination, and Collaboration, Problem-Solving, Critical thinking, Storytelling, and Communication

Experience

Data Analyst | GSM Automotive   **May 2025 – Present**
Responsibilities/Achievements

- Collect, clean, and analyse large datasets from ERP and production systems using SQL, Excel, and Power BI, improving data accuracy and reporting efficiency by 25%.
- Develop and maintain interactive dashboards and performance reports, enabling management to make data-driven decisions that increase operational efficiency by 20%.
- Automate recurring data reporting and validation processes using Power Query and Python, reducing manual workload and turnaround time by 30%.
- Collaborate with engineering, quality, and operations teams to monitor KPIs and identify trends that support a 15% improvement in production performance.

- Create and present clear data visualisations and insights to senior management, enhancing understanding of key metrics and driving continuous improvement across departments.

Data Scientist | (Simulation Project) | British Airways via Forage   Oct 2024– Present
Responsibilities/Achievements

- Develop a predictive model using Random Forest to analyse customer purchase behaviour with 89% accuracy.
- Scrape and clean review data using Python (BeautifulSoup, Scrapy) for actionable insights.
- Communicate strategic recommendations to stakeholders, enhancing data-driven decision-making.

Customer Service Analyst | Superdrug Ltd   Oct 2023 – May 2024
Responsibilities/Achievements

- Analyse and interpret customer feedback from diverse sources, including surveys, social media, and service logs, to identify patterns, recurring issues, and areas for customer satisfaction improvement. Leverage Zendesk, SurveyMonkey, and Excel to streamline the feedback process, resulting in a 20% increase in positive feedback and a 15% reduction in recurring customer complaints.
- Design and manage customer data dashboards, streamlining relational datasets from multiple sources including CRM and customer feedback logs.
- Developing and maintaining dashboards and reports to deliver insights on key KPIs, including satisfaction scores, response times, and resolution rates, using Power BI, Tableau, and SQL for effective data-driven decision-making. These tools improve response time by 30% and increase data accuracy, better aligning customer service goals.
- Collaborating with customer service, marketing, and operations teams to share insights, address service gaps, and implement improvements, utilising Slack, JIRA, and Microsoft Teams for coordination and tracking. This cross-functional approach leads to a 25% decrease in service gaps and a smoother escalation process, enhancing the overall customer experience.
- Conducting regular audits of customer interactions to ensure Superdrug's quality standards are consistently met, identifying training needs and process improvements with tools such as Salesforce, Freshdesk, and Excel. These audits result in a 40% reduction in service errors and enhanced staff compliance, significantly raising the standard of customer service.

IT Support Specialist | Teleperformance UK   April 2024 – Sept 2024
Responsibilities/Achievements

- Delivered technical support and troubleshooting across hardware, software, and network systems, achieving a 98% resolution rate and reducing system downtime by 20% through proactive maintenance. Utilising tools such as ServiceNow, JIRA, and Microsoft Teams to streamline the support process and enhance user satisfaction.
- Oversaw user account setup, permissions, and access control across multiple platforms, ensuring strict adherence to security standards. Leveraging Active Directory and Microsoft 365, successfully maintained 100% compliance with access policies, reducing unauthorised access incidents by 30%.
- Facilitated IT onboarding for new team members, including workstation configuration, software setup, and training on essential IT practices, achieving a 95% satisfaction rate in new hire feedback. This contributed to a smoother transition for staff and increased productivity within their first week.

- Compiled and organised documentation for IT procedures, common issues, and solutions, creating a comprehensive knowledge base in Confluence and SharePoint. This resource reduced ticket response time by 25% and enabled a more efficient support process for recurring issues.

Data Analyst | Stellar Beverages   **Aug 2020 – Sept 2022**

Responsibilities/Achievements

- Conducted end-to-end analysis on product sales data, using advanced techniques in Excel including pivot tables, VLOOKUP's and formulas, providing insights that influenced stages of the product development life cycle, shaping product strategies which resulted in a 65% increase in revenue.

- Cleaned and analysed Human resource data to monitor employee satisfaction, using advanced SQL techniques such as complex joins, CTEs and Window functions, resulting in a 15-point increase in employee retention rates and a 10% reduction in employee turnover.

- Utilised Power BI for actionable insights, leveraging tools like DAX functions, data modelling, resulting in increased visualisation clarity and comprehension, which contributed to a 25% improvement in data-driven decision-making efficiency and a 12% enhancement in overall business performance.

Account Officer | Access Bank Plc   **Jan 2020 – July 2020**

Responsibilities/Achievements

- Managed accounts receivable and accounts payable processes, ensuring timely invoicing and payment processing for a portfolio of clients, achieving a 98% on-time payment rate and reducing outstanding receivables by 15%.

- Conducted financial analysis and prepared detailed reports to support decision-making and regulatory compliance, including monthly financial statements and variance analyses, which enhanced financial accuracy and reduced reporting errors by 20%.

- Monitored cash flow and budgetary allocations, implementing cost-saving measures that resulted in a 10% reduction in operational expenses and increased budget compliance across departments.

- Collaborated with internal teams and external stakeholders to resolve discrepancies and maintain accurate financial records, resulting in improved transparency, 25% fewer discrepancies, and streamlined financial processes.

Voluntary Services

Co-lead | Data Collection and Analysis Team | Highcrown Digital Hub   **May 2023 - Present**
- Lead data science and digital literacy seminars, managing a community of 1,000+ members.
- Mentor members in currency trading, digital skills, and data analysis to drive performance improvement.

Project Highlights
- Customer Segmentation: Applied K-means and PCA for customer clustering based on purchasing behaviour.

Additional Information

- Experienced in working with stakeholders across technical and non-technical backgrounds.
- Strong communication and storytelling skills to explain complex data findings.
- Familiar with data security, compliance, and ethical handling of customer data.