

ADEKOYA ABDULRASAQ ENIOLA

Mobile: 09066601343

E-mail: enyolaadekoya@yahoo.com

LinkedIn: www.linkedin.com/in/eniola-abdulrasaq-adekoya-025261101/

Address: AC9 Federal Low-cost Estate Ikorodu Lagos State

Summary: Detail oriented individual with strong work ethics, logical problem solver with ability to multi-task. Experienced with all stages of Data analysis projects, Customer Service and People Management. Well-versed in numerous analytical tools including **Microsoft Excel, Microsoft SQL Server, Power Bi**. Strong background in customer service and customer relations.

Skill Highlights and Strength

- Microsoft Excel
 - Power Query
 - Microsoft SQL Server
 - Microsoft Power Bi
 - Power Point
 - Critical thinking
 - Problem-Solving
 - Adaptability
 - Resourcefulness
 - Teamwork
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Education

Year: 2023	Name of Institution: Microsoft Qualification Obtained: Microsoft PL -300 Data Analyst Certificate ID: MS0994417064 Grade: Pass
Year: 2023	Name of Institution: University of Lagos Qualification Obtained: BSc Economics Grade: Second Class Upper
Year: 2022	Name of Institution: Regenesys Business School Qualification Obtained: Data Science Certification
Year: 2013	Name of Institution: Yaba College of Technology Qualification Obtained: H.N.D Textile Technology Grade: Upper Credit
Year: 2008	Name of Institution: Command Secondary School Ibadan Qualification Obtained: SSCE
Year: 2002	Name of Institution: St Joseph Nursery and Primary School Qualification: F.L.S.C

Work Experience:

Nigeria Breweries Plc- Data Analyst: May 2022 – Present

- Download and Clean the data from SharePoint
- Analyze the downloaded data by pivot table, categorize in to key business metrics and KPI
- Prepare dashboard to show sales performance by Week-To Date, Month-To- Date and Year to Date
- Analyze the performance of the Telesales Agent as against the key KP1
- Build Data Models that shows the Key Entities and Focus Metrics on Power Bi.

Nigeria Breweries Plc- Customer Support Analyst: Nov.2020 – May 2022

- Provide quality assurance of imported data, working with quality assurance analysts if necessary.
- Processing customer confidential data and information according to guidelines.
- Connecting to data sources, importing customer data and transforming data for Business Intelligence
- Executing Research strategies to improve productivity and customer satisfaction, and promptly following up with customer request.
- Communicating with customers through phone and email
- Developing dashboards and creating reports and supporting users with them

Access Bank Plc -Customer Service Representative: Oct. 2015-Nov.2020

- Service Customers over the phone and practices telephone courtesies at all times
- Practicing quality in all aspect of the job to ensure customer satisfaction
- Ensure good customer retention by providing excellent and professional services
- Consistently cross sell and upsell group's financial products and services during customer interaction.
- Account opening and Account maintenances including phone number change and K.Y.C updates.
- Process BTA and PTA for travelling customer in line with C.B.N guidelines
- BVN enrollment and BVN maintenances
- Activate customers on E-channel Platforms (Mobile channel and Cards)
- Processing of Form A (School Fees Abroad) in line with C.B.N guidelines
- Handle Disputes of POS & Card Transactions

Training

Year 2015: Diploma in Customer Service (Alison)

Year 2019: Professional Conduct and Ethics Certification (CIBN)

Year 2021: Master Data Analysis with Power Bi, Excel and SQL (Udemy)

Year 2022: German Language (International Center for Language Resources)

Year 2022: Kpmg Data Analytics Consulting Virtual Internship

References available on request