

# Godsent Benedict Izah

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## SUMMARY

Over 5 years of professional experience within the role of Data Analyst and Customer Service. I am solutions-driven with a proven ability to develop and implement customer service strategies that ensure customer satisfaction. I have a strong computer science background and experience in the development, documentation, and delivery of process innovations. Process-oriented and skilled at transforming company practices into cost-effective solutions and more efficient operations.

## EXPERIENCE

### Information Service Officer/ Community Leads

Azure Power, Nigeria

January 2021 - September 2023

- Improved customer engagement by 130% through leading social media campaigns, increased website traffic by 50% and generated leads through content creation and outreach efforts.
- Utilized a combination of strategies, such as research, creative content, networking and PR to build relationships and increase engagement metrics.
- Monitored, tracked and reported customer feedback and engagement metrics on a daily basis.
- Acquired partnerships with industry experts to improve the overall quality of content and credibility.
- Spearheaded campaigns to influence customer purchase decisions and boost revenue by 100%.
- Developed brand awareness and recognition by hosting webinars and events every 2 weeks.

### Application Development

High Tech, Corp (PT, Remote), Switzerland

April 2021 - Oct 2023

- Performed system analysis and application design, optimization, documentation, and development. Provided administration and technical support, analyzed reports, and identified opportunities for improvement.
- Led development of a 3-D game application using Unity software; rapidly acquired a deep understanding of the ongoing software in order to lead the team in game development
- Presented on the behalf of team, demonstrating the project objectives and the game itself

### Customer Service and Support Analyst

MTN Nigeria (Internship), Nigeria

April 2018 - April 2019

- Answered incoming customer queries through phone and email to maintain customer satisfaction and retention rates of 97%. .
- Responded to customer inquiries within 24 hours, increased customer satisfaction by 20% as measured through Net Promoter Score surveys.
- Facilitated collaborative problem solving and conflict resolution for challenging customer service and support cases.
- Investigated, documented, and resolved customer complaints using troubleshooting techniques.
- Monitored customer feedback and communicate feedback to relevant parties for process improvement.
- Developed and maintained Customer Relationship Management (CRM) database and reports every 24 hours.

## EDUCATION

### Bachelor of Science in Computer Science

Federal University of Technology, Owerri, Nigeria

( 4.36 GPA)

November 2020

## CERTIFICATIONS

### Machine Learning and Artificial intelligence

ZTM Academy

Sept 2021

- Certified in automation and efficiency, predictive analytics and personalization, improved customer experience, fraud detection and cybersecurity, competitive advantage.

### Google Data Analyst

Google Nigeria

Dec 2019

- Certified in managing data assets to assist companies with marketing initiatives by providing analytical support, developing strategies, and optimizing channels.

### Google IT Support

Google Nigeria

July 2018

- Certified in troubleshooting and problem solving, and providing great customer service along the way.

### Google Advanced Data Analyst

Google Canada

Nov 2023

- Certified in advanced analytics that can act quickly and with a greater degree of confidence about future outcomes

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## ANALYTICAL SKILLS

Power BI Certification: Data Visualization | Microsoft Certifications: PowerPoint & Excel | Quantitative Methods | Data Warehousing | Advanced Data Mining | Business Intelligence (BI) | Google Analytics | Data Structures | Data Visualization | Data Mining & Analytics | Risk Management | Python Programming | Python | R | SQL | C | C++ | Google Analytics | Power BI | SA | Microsoft Office Suite (Word, Excel, PowerPoint) | Windows

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## SKILLS

- Customer Needs Assessment
- Meeting Quality Standards for Services
- Evaluation of Customer Satisfaction
- Precision Technical Plans and Blueprints
- Curriculum and Training Design
- Data Analysis and Visualization
- Logic and Reasoning
- Data-Oriented Programming Languages
- Tableau, PowerBI, Alteryx, SQL, and MS Office Suite (Quick base, MS Word, Excel, PowerPoint, QuickBooks)
- Good communication skills( Oral and written )

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## REFERENCES

- Available upon request