

Skills

- SQL (SQL Server, MySQL, PostgreSQL)
  - Excel (VLookup, XLookup, Conditional Formatting, Pivot Tables)
  - Microsoft Power BI
- Google Sheets
  - Data Warehouse
  - Tableau

Projects

- NETFLIX MOVIES AND TV SHOWS DATA ANALYSIS** – Personal Project – Accra, Ghana.

February 2025

  - Analyzed Netflix data with PostgreSQL to uncover content trends and growth opportunities.
  - Wrote optimized SQL queries to classify content and identify top-performing countries.
  - Extracted insights on genres, directors, and ratings for data-driven decisions.
- INTERACTIVE CALL CENTER DASHBOARD** – Personal Project – Accra, Ghana.

February 2025

  - Designed a dynamic Excel dashboard using VLOOKUP, XLOOKUP, pivot tables, and charts to track performance.
  - Visualized key call center metrics with advanced formulas, conditional formatting, and interactive data representations.
  - Transformed raw data into actionable insights, showcasing expertise in Excel for analysis and decision-making.
- INTERACTIVE KPI DASHBOARD** – Personal Project – Accra, Ghana.

January 2025

  - Built an interactive toy store KPI dashboard in Power BI, integrating Power Query and custom visuals.
  - Designed a star schema relational model, created dynamic measures, and enabled trend analysis with slicers.
  - Streamlined decision-making by presenting key metrics like revenue and profit through visually engaging dashboards.
- SALES PERFORMANCE ANALYSIS** – Personal Project – Accra, Ghana.

November 2024

  - Conducted in-depth analysis of sales by region, salesperson, and product using Google Sheets.
  - Utilized pivot tables and data visualization tools to identify trends and areas for business improvement.
  - Delivered actionable insights that highlighted growth opportunities and informed strategic sales decisions.

Work Experience

- PRODUCT MANAGER** – GIG Logistics Ghana Ltd. – Accra, Ghana.

July 2023 - Present

  - Create weekly and monthly reports using data visualization tools, supporting data-driven decision-making.
  - Manage cross-functional team projects, delivering them on time and under budget.
  - Conduct competitive analysis and implement user-friendly payment and delivery features, increasing market reach and customer satisfaction.
  - Handle incoming emails, respond to inquiries, and maintain timely communication with clients and partners.
- EXPERIENCE CENTER AGENT** – GIG Logistics Ghana Ltd. – Accra, Ghana.

November 2022 - Present

  - Guide walk-in customers on product offerings and resolve inquiries promptly, contributing to high customer satisfaction.
  - Comply with standard operating procedures (SOPs) in parcel handling, promoting safe, efficient service and boosting cross-sales.
- CUSTOMER EXPERIENCE OFFICER** – Eye Foundation Hospital & Laser Center – Lagos, Nigeria.

March 2020 - March 2021

  - Resolved customer complaints, improving service quality and satisfaction.
  - Managed patient appointments, enhancing care and appointment adherence.

Education

- BACHELOR OF SCIENCE IN ANATOMY** – COO University – Anambra, Nigeria

November 2018