TO

CONTACTS

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PROFESSIONAL CERTIFICATIONS

Introduction to Data Science by Cisco

SKILL SETS

BI Tools: Tableau, PowerBi

Programming Languages: SQL, Python

Office Tools: Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Google Sheets

Project Management: Visio, Confluence, Jira, Azure DevOps

ERP Systems: SAP, Oracle Customer Engagement

Testing: A/B Testing

EDUCATION

August 2021
Graduate Certificate, Information System Business
George Brown College, Toronto

December 2013
Bachelor of Technology (B.Tech)
Ladoke Akintola University of Technology

Taiwo Oyafajo

Business Data Analyst
https://drive.google.com/drive/folders/1f0Z_hdAtGlWnq6KmyfQ9zZD9rTqKCFd2?usp=drive_link=

PROFILE

Accomplished Data Analyst with a strong track record in translating complex data into actionable insights to drive business decisions. Skilled in data analysis, statistical methods, and data visualization, leveraging tools like Excel, SAP, Tableau, Power BI, SQL. Proficient in data manipulation, cleaning, modeling, and engaging with stakeholders to align with organizational goals. Adept at database management, ensuring data integrity and performance optimization.

PROFESSIONAL EXPERIENCE

August 2021 – (Present)
YM Inc
IT Business Analyst

- Manage and handle large datasets effectively to support business objectives.
- Query, extract, and transform raw data from multiple data warehouses for in-depth analysis of customer interactions across various channels.
- Conduct key insights and in-depth analysis to understand customer behavior and preferences.
- Develop and maintain reporting dashboards to translate complex data into actionable insights, facilitating data-driven decision-making across the organization.
- Identify and troubleshoot technical issues promptly with an entrepreneurial mindset.

Jul 2020 – Jul 2021
Teleperformance
Business Intelligence Analyst

- Conducted in-depth analysis of contact center performance metrics including call volume, average handle time, first call resolution, and customer satisfaction scores.
- Developed and maintained dashboards, reports, and visualizations to present key insights to stakeholders.
- Collaborated with cross-functional teams to understand business requirements and translate them into analytical solutions.
- Collaborated with key stakeholders to gather business requirements and translate them to actionable insights and recommendations.
- Partner with cross-functional teams to implement process improvements, training initiatives and technology enhancements to drive operational efficiency and effectiveness.

Feb 2016 – Mar 2020
Fidelity Bank
Business Analyst

- Collaborated with key stakeholders to gather business requirements and translate them into actionable insights and recommendations.
- Developed detailed use cases and test cases for user acceptance, ensuring system reliability.
- Maintained report documentation, including functional specifications, user guides, and other materials to support various business processes and systems
- Collaborated with relevant teams to troubleshoot and fix application-related problems.
- Supported organizational change management and provided post-implementation support to resolve issues.