ABIOLA TAIWO TOHEEB

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SUMMARY

A dynamic and result-oriented professional with a background in logistics, business support, and executive services, now pivoting into data analytics. Proficient in Excel, Python, SQL, Power BI, and Tableau, with hands-on experience optimizing data-driven decisions. Adept at transforming raw data into actionable insights that improve business processes and performance. Eager to apply my cross-functional expertise in analytics to drive operational efficiency, enhance customer satisfaction, and contribute to the overall success of a forward-thinking organization.

KEY COMPETENCES

- Proven ability to analyze and visualize data to support business decision-making.
- Skilled in identifying trends, root causes, and implementing data-driven solutions.
- Thrives in fast-paced environments, quickly adapting analytical methods to changing business needs.
- Expertise in optimizing workflows and processes through advanced Excel techniques such as pivot tables.
- Experience with querying databases using SQL to extract meaningful insights and reports.
- Proficient in using Power BI and Tableau to create interactive dashboards and visual reports for stakeholders.
- Capability to leverage technology for enhance visibility and efficiency.

TECHNICAL SKILLS

- Data Analysis Tools: Proficiency in Excel (Pivot Tables), SQL (queries, joins, data manipulation), Power BI (data modeling, DAX), Tableau (dashboards, visualizations).
- Business Applications: Microsoft Office Suite (Word, PowerPoint, Outlook), Google Workspace (Docs, Sheets, Slides).
- Communication & Collaboration: Email management software, Zoom, Microsoft Teams, Skype.
- Document & Data Management: PDF tools, document management, and online research.

EDUCATION

- **Bachelor of Science (B. Sc) in Political Science And International Relations | 2:1|**
  Crawford University, Ogun State, Nigeria (2018-2022)
- **National Youth Service Corps (NYSC)**
  Western Coast Transport Academy. Whispering Palms, Lagos (2022-2023)

CERTIFICATION

- **Project Management Fundamentals-** New Horizons Computer Learning Centers- October 2023
- **Digital Safety and Security-** Atingi E-Learning - January 2024
- **Digital and Social Media Marketing-** Atingi E-Learning – January 2024
- **Health, Safety and Environment 1,2 &3 –** The International Institute of Risk & Safety Management (IIRSM)- April 2024
- **Supply Chain Management Expert-** Udemy- June 2024

EXPERIENCE

Elite Express Logistics, Magbon, Lagos state   November 2023- Present
Junior Data Analyst
- Used advanced Excel techniques such as pivot tables, VLOOKUP, and macros to automate reporting processes, reducing report generation time by 25%.
- Extracted and analyzed operational data from company databases using SQL queries, providing insights that improved logistics strategy and cut costs by 15%.
- Developed interactive dashboards in Power BI to track key performance indicators (KPIs) for logistics efficiency, enabling the executive team to make data-driven decisions in real-time.
- Created visual reports in Tableau to present complex data on package delivery performance, helping to identify bottlenecks and improve on-time delivery by 10%.
- Used Excel to analyze the executive office budget, identifying trends in spending and implementing cost-saving measures that led to a 15% reduction in unnecessary expenditures.
- Managed the executive office budget and ensured adherence to financial goals, helping to optimize budget allocations.
- Conducted thorough data audits and ensured data integrity across reports and dashboards, enhancing the accuracy of decision-making data.
- Coordinated logistics strategies across multiple departments to streamline processes, resulting in a 10% reduction in package delays.

Western Coast Transport Academy. Whispering Palms, Lagos January 2023 – October 2023
Data Reporting Analyst
- Leveraged Excel to analyze customer feedback and operational data, providing actionable insights that resulted in a 10% improvement in customer satisfaction.
- Maintained and updated a database of over 500 clients using SQL queries, ensuring accurate information and enabling better data-driven marketing strategies.
- Designed and implemented Power BI dashboards to track employee performance and customer engagement, leading to a 20% improvement in response time.
- Created detailed reports using Excel to track facility management and office supply efficiency, contributing to a 15% reduction in maintenance disruptions.
- Assisted the HR department with recruiting, onboarding, and maintaining accurate employee records, ensuring compliance with company policies.
- Created internal communication processes that improved staff collaboration by 20%.
- Managed vendor relationships, ensuring timely deliveries and contributing to a 10% reduction in supply chain disruptions.
- Organized and led employee training sessions to increase staff productivity and engagement

SBO INTEGRATED, Oko-Afo, Lagos June 2020 – November 2020
Data Support Analyst (Remote)
- Utilized Excel to streamline customer inquiry tracking, improving resolution rates by 10% and reducing handling time for customer complaints.
- Created weekly Tableau reports on customer interactions, visualizing key metrics such as response times and satisfaction scores, which informed improvements in customer service protocols.
- Handled over 50+ customer inquiries daily across phone, email, and chat channels, resolving 90% of issues on the

first contact.
- Provided detailed customer data reports to the management team for strategic planning and service improvements.
- Collaborated with other departments to address cross-functional customer concerns, increasing response time by 15%.

REFERENCE

- Available on request