Joseph Jennifer Embu

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PROFESSIONAL SUMMARY

Experienced professional with expertise in customer service and problem-solving. Used analytical skills and attention to detail to improve operational efficiency, leading to a 20% increase in process speed and a 15% reduction in errors. Skilled in SQL and MS Excel. Experienced in collaborating with cross-functional teams and building dashboards to communicate findings effectively. Passionate about solving problems using data.

TECHNICAL SKILLS

Languages: SQL, Python, Excel
Data Visualization: Power BI, Tableau, Excel
Databases/Tools: PostgreSQL, Google BigQuery, MS Access, Google Sheets, Microsoft Office, Asana, Jira
Soft Skills: Customer Support, Project Management, Problem-Solving, Communication, Project & Stakeholder Management, Collaboration, Critical Thinking, SOP Documentation, Presentation

WORK & RELEVANT EXPERIENCE

Data Analyst Intern

HNG, Remote, Nigeria [January 2025 – April 2025]

- Conducted exploratory data analysis on real-world datasets to extract actionable insights.
- Cleaned and transformed large datasets using SQL and Python, ensuring data integrity.
- Built interactive dashboards using Power BI and Excel to support decision-making.
- Collaborated with cross-functional teams to develop data-driven solutions for business processes.

General Manager

Eat-Squires 9ja, Ogun, Nigeria [February 2023 – January 2025]
- Directed and coordinated activities of businesses or departments concerned with the production, pricing, and sales of products.
- Prepared team schedules with a focus on maintaining optimal employee coverage for business needs. Evaluated performance data to identify areas for improvement.
- Reviewed operations regularly to identify and capitalize on opportunities to eliminate waste. Enhanced customer satisfaction through implementation of feedback mechanisms.
- Enhanced inventory management processes, reducing waste by 20% and improving efficiency, resulting in a 15% reduction in operational costs.
- Identified opportunities for growth and expansion within the market.
- Fostered a positive work environment, promoting team collaboration.
- Handled conflict resolution among team members, promoting a healthy work environment.
- Achieved a monthly average score of 95% on client satisfaction surveys by applying critical thinking, interpersonal, and conflict resolution skills to a variety of issues.
- Managed and updated clients' records within the company's database for seamless workflow between advisors.

IT Support Intern

Department of Petroleum Resources (DPR), Lagos, Nigeria [September 2018 – March 2019]

- Provided Tier 1 technical support to end users via phone and email.
- Troubleshoot hardware and software issues with an average resolution rate of 80.5% without escalation.
- Maintained a client issue-tracking database, improving efficiency in technical support.
- Assisted in setting system specifications and improving the overall user experience.

EDUCATION

Google IT Support Professional Certificate [March 2022]
Completed an eight-month program covering system administration, troubleshooting, customer service, networking, OS, and cybersecurity. - Performed hands-on labs simulating real-world technical support tasks.

University of Nigeria, Nsukka [November 2022]

- Project: "Speech-to-Text Learning Environment for the Dumb"
- Covered OOP, networking, data structures, and basic programming concepts.

TECHNICAL & SOFT SKILLS

Technical: Linux, Windows, troubleshooting, networking, directory services, cybersecurity, application support, technical issue resolution, log file analysis
Tools & Technologies: SQL (MySQL, PostgreSQL), MS Excel, Power BI, Git, Trello, Slack, Zoom
Others: Application Support, Performance Monitoring, Root Cause Analysis, Documentation, Log File Review, On-Call Support, Debugging, Root Cause Analysis

EXTRACURRICULAR/CERTIFICATION

- Google IT Support Certificate: View credential
- Google Data Analytics: View Credentials