THEOPHILUS EHIMEGBE

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SKILLS SUMMARY

Language: Python, SQL
Frameworks: Pandas, seaborn, matplotlib, NumPy
Tools: Power BI, Excel, PowerPoint, MySQL, SSMS

WORK EXPERIENCE

Data Analyst Intern
o Worked with 3+ cross functional teams to gather requirements, shape project scope and align goals with business needs, ensuring strong collaboration and successful delivery
o Created detailed reports and presentations using PowerPoint that simplified complex findings and gave stakeholders clear actionable recommendations
o Improved data collection and reporting processes, cutting processing time and increasing efficiency

Healthcare Data Analyst (Remote)
o Collaborated with a psychologist to analyze healthcare datasets, uncovering patterns in patient outcomes and behavioral health trends.
o Conducted data cleaning using Excel (Power Query), transformation and visualization using Excel also and Power BI to identify factors influencing care efficiency and resource allocation.
o Delivered a joint report and presentation, translating complex findings into actionable insights for psychological and healthcare decision making.

PROJECTS

Store Performance Analysis | *see project here*
o Applied time series models to uncover sales patterns, seasonal trends and demand fluctuations, enabling improved forecasting and inventory strategies.
o Executed RFM (Recency, Frequency, Monetary) analysis to segment customers, identify high-value groups and support personalized marketing strategies.
o Conducted churn analysis and product performance reviews, highlighting revenue-driving products, underperforming items, and at risk customers, with actionable recommendations for retention and growth.

Call Center Report | *see project here*
o Analyzed 5,000+ support call over 3 months, identifying key performance gaps in resolution rates (73%), unanswered calls (19%) and average answer speed (67-68 seconds).
o Applied time series and workload management analysis to uncover peak traffic patterns that consistently overwhelmed staffing capacity.
o Projected impact included reducing unanswered calls to <12%, increasing resolution rates towards 80% and improving customer satisfaction from 3/5 to 4/5.

Movie Data Exploration & Visualization | *see project here*
o Cleaned and prepared raw data by handling missing values, removing duplicates and formatting categorical variable for analysis.
o Conducted EDA using Pandas and Matplotlib, uncovered patterns in ratings, revenue and genre distribution.
o Built visualization using matplotlib and seaborn to highlight audience preferences, box office trends and critical reception.

EDUCATION

Ambrose Ali University   Edo State, Nigeria
Bachelor of Medical Laboratory Science
Edgeline Tech Academy   Lagos, Nigeria
Data Analytics Training Program

CERTIFICATION

Data Analytics Program
o Completed an intensive training covering Python (Pandas, Matplotlib, Seaborn, NumPy), Excel, SQL and Power BI.
o Gained hands on experience with data cleaning, transformation, visualization and storytelling.
o Recognized as a top student for strong performance and project delivery.