

# THEOPHILUS EHIMEGBE

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## PROFESSIONAL SUMMARY

Data Analyst with proficiency in Microsoft Excel for data cleaning, reporting and visualization, including pivot tables and interactive dashboards. Skilled in Python (Pandas, NumPy, Matplotlib and Seaborn) for exploratory data analysis and other advanced analysis. I have strong analytical and problem solving abilities with a proactive approach to learning new technologies and methods and adept working in team oriented and fast paced environments, with a passion for delivery data driven solutions.

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## SKILLS SUMMARY

Language: Python, SQL

Frameworks: Pandas, Seaborn, Matplotlib, NumPy

Tools: Power BI, Excel, PowerPoint, MySQL, SSMS

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## WORK EXPERIENCE

### Data Analyst Intern

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

### Healthcare Data Analyst (Remote)

- Collaborated with a psychologist to analyze healthcare datasets, uncovering patterns in patient outcomes and behavioral health trends.
- 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.
- Delivered a joint report and presentation, translating complex findings into actionable insights for psychological and healthcare decision making.

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## PROJECTS

### Store Performance Analysis | Excel, Power BI | [see project here](#)

- Applied time series models to uncover sales patterns, seasonal trends and demand fluctuations, enabling improved forecasting and inventory strategies.
- Executed RFM (Recency, Frequency, Monetary) analysis to segment customers, identify high-value groups and support personalized marketing strategies.
- 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 | Power BI, PowerPoint, GitHub | [see project here](#)

- 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).
- Applied time series and workload management analysis to uncover peak traffic patterns that consistently overwhelmed staffing capacity.
- 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 | Python | [see project here](#)

- Cleaned and prepared raw data by handling missing values, removing duplicates and formatting categorical variable for analysis.
- Conducted EDA using Pandas and Matplotlib, uncovered patterns in ratings, revenue and genre distribution.
- Built visualization using matplotlib and seaborn to highlight audience preferences, box office trends and critical reception.

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## CERTIFICATION

### Data Analytics Program

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