VICTOR SHUNNOM STEPHEN

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EDUCATION

American University, Kogod School of Business   **Washington, DC**
Master of Science in Analytics - CGPA:3.90/4.0   *August 2022 - May 2024*
Awards and Recognitions
Startup and Standout Innovative Changemaker Badge by American University
Project Team Lead for Overall best project and First Place Winner (Digital Transformation Project) in the AU Shark Tank Competition

University of Maiduguri   **Maiduguri, Nigeria**
MBA in Management   *August 2010 - January 2015*

Ahmadu Bello University   Zaria, Nigeria
Bachelor of Engineering in Mechanical Engineering   *March 2000 - January 2006*

GRADUATE PROJECT:

- Led a heart disease predictive analysis using statistical and ML models (logistic regression, random forests, boosted trees), achieving 85.2% accuracy from a 303-patient dataset, enhancing early detection and personalized treatment, with potential significant healthcare cost savings
- Improved Sheraton Asuncion's catering services through Business Process Analysis, integrating technology, optimizing workflows, and consulting with stakeholders, resulting in a 5% increase in customer satisfaction and a 10% rise in Net Promoter Score

EXPERIENCE

First Bank of Nigeria Limited
The oldest and leading financial institution providing financial services and solutions across West Africa and Europe.
Head Branch Services   *January 2022 - March 2022*

- Designed and implemented a Tableau-based dashboard to monitor key performance indicators (KPIs) across branches, enabling data-driven decision-making by identifying high-performance areas and pinpointing improvement opportunities
- Employed advanced text mining techniques to analyze customer feedback and complaints, uncovering key pain points and satisfaction drivers. This strategic insight contributed to achieving a consistent 97% customer satisfaction rate throughout the financial year
- Developed an Excel-based analytical model to forecast and manage cash supply and demand across 20 hub branches, effectively preventing cash surpluses or shortages. This optimization resulted in a significant reduction in insurance costs, saving over N20 million weekly
- ATM Transaction Analysis for Error Resolution: Utilized Excel to scrutinize thousands of ATM transactions, ascertaining and correcting dispense errors swiftly. This proactive approach ensured the integrity of suspense accounts and minimized customer inconvenience related to transaction failures

Relationship Manager   *January 2013 - January 2022*

- Determined clients' financial needs and provided suitable solutions, including banking products and services, investment opportunities, and credit facilities, resulting in an impressive 20% boost in sales
- Formulated and implemented strategies to optimize business opportunities and profitability, resulting in acquiring 10 new prospective clients, in addition to cross-selling and upselling to existing clients
- Conducted regular reviews of clients' accounts and portfolios, ensuring compliance with policies and regulations, and determining opportunities for improvement

SKILLS & PROFESSIONAL AFFILIATIONS

- Languages: Python, R, SQL
- IDE/Tools: PyCharm, R Studio, PostgreSQL
- Data Visualization: Tableau, MS Excel, Plotly, Matplotlib, Seaborn

Professional Affiliations:

- AWS Certified Cloud Practitioner

LEADERSHIP & VOLUNTEER EXPERIENCE:

- Vice President of the Kogod School of Business Toastmasters Club