

YEVA ALESSA

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EDUCATION

- **BSc (Hons) in Management Information Systems, First Class.**
American Institute of Africa (AIA), Togo (2023)

PROFESSIONAL EXPERIENCE

SWIFTLY BUSINESS SOLUTIONS

MARCH 2023 – SEPTEMBER 2023

CUSTOMER INFORMATION ANALYST

- Orchestrated surveys and questionnaires to gather valuable insights into customer behavior and preferences.
- Conducted in-depth data analysis to uncover customer trends and behaviors, contributing to a 15% increase in customer retention.
- Generated detailed reports and delivered presentations to senior management, enabling informed decisions on customer engagement strategies and business initiatives.

IKEJA ELECTRIC PLC, LAGOS

MAY 2022 – OCTOBER 2022

INTERNSHIP

- Used Excel to compile and analyze daily employee requests submitted to the Information Technology department, identifying trends that the IT service management unit utilized to address recurring issues. These insights contributed to the development of a new enterprise application aimed at resolving technical challenges such as application support for employees.
- Managed database and information tasks for the Database Administrator, employing SQL to query the company's database for data retrieval and storage.
- Developed a single-page website using HTML, CSS, and PHP, enabling authorized users to upload their work reports to a new database. The reports were accessible on demand and downloadable by authorized users based on their permission levels.
- Participated in application development meetings with the enterprise application unit, contributing by supplying essential big data for the company's new application. This involved extracting, cleaning, and organizing data using Excel before forwarding it to the Database Administrator for upload.

- Collaborated with IT help desk technicians to gain hands-on experience in maintaining the company's ICT hardware devices.

SKILLS HIGHLIGHTS

TECHNICAL SKILLS:

Database Management
Data Analysis
Database Design
Information Management
Web Development
Full stack Development
Information Security
IT Project Management
System Integration
Business Intelligence
Payment Gateway Integration
Financial Management

Resource Management
Risk and Issue Management
Data Migration / Data Mapping
Budget Management
Products Development
Communication Plan
Planning & Execution
Process Improvement
Continuous Improvement
MS Excel
SQL

SOFT SKILLS:

Self-Starter

Effective Communication Skills
Problem-Solving
Relationship Management
Interpersonal Skills
Flexibility, Agility, Adaptability
Emotional Intelligence
Conflict Resolution
Time Management
Continuous Learning
Customer Service

LANGUAGES:

English
French

RELEVANT TRAINING

Foundations of Project
Management, Google Project
Management Professional
Certificates, Coursera(ongoing)

Business Analytics with Excel:
Elementary to Advanced,
Johns Hopkins University,
Coursera (2024)

Front-End Web Development
COKA IT Learning Institute,
Benin Republic (2021)

Mentorship Program, American
Institute of Africa, ICT
Department, Togo (2021 –
2023)

Fashion Industry Essentials
Program, Parsons School of
Design, New York (2019)

ADDITIONAL WORK EXPERIENCE

MORGAN ONU BAKERY

AUGUST 2021 – DECEMBER 2021

ACCOUNTANT

- Managed all financial operations with meticulous precision, conducting in-depth analyses of expenditures, revenue, marketing, and budgetary needs to support strategic financial planning. Implemented streamlined accounting systems utilizing Excel and delivered insightful financial reports to enhance decision-making processes.

CHRONICLES CLOTHING

JUNE 2019 – APRIL 2020

FASHION DESIGNER

- Applied creative expertise as a fashion designer to lead the design process, trend analysis, and market research, resulting in innovative and market-ready fashion collections. Executed strategic decision-making for product launches, pricing strategies, and inventory management. Integrated deep insights into customer preferences and industry trends to strengthen brand positioning and drive business success.

FOOD HOUSE RESTAURANT**MAY 2015 – JUNE 2016****RESTAURANT MANAGER**

- Led comprehensive business operations in a restaurant, applied strong business management and intelligence skills. Executed cash register duties, produced daily accounting reports, cultivated customer relationships, ensured optimal food presentation, managed inventory and efficiently delegated tasks while monitoring staff performance.

RECENT PROJECT

- **E-Commerce Store Development (2024)**
 - **Business Name:** Discount Gadgets
 - **Status:** To be hosted soon
 - **Description:** Led the development of an e-commerce platform for Discount Gadgets, focusing on user-friendly design and seamless functionality. Managed frontend and backend development teams to ensure timely delivery and integration of payment gateways. Conducted usability testing and implemented enhancements based on user feedback to optimize the shopping experience.