

# YEVA ALESSA U.

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## EDUCATION

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

## RELEVANT COURSE WORK

- Database Management System.
- Big Data Analytics.
- Data Mining & Predictive Analytics.
- E Business Web Development.
- Data Structure & Algorithm.
- Business Processes, ERP & Analytics.
- Enterprise Data Communication.

## PROFESSIONAL EXPERIENCE

**SWIFTLY BUSINESS SOLUTIONS**

**MARCH 2023 – SEPTEMBER 2023**

### CUSTOMER INFORMATION ANALYST

- Organized surveys and questionnaires to source valuable information about customer behavior and preference.
- Conducted comprehensive data analysis to identify customer trends and behavior, resulting in a 15% increase in customer retention.
- Produced and presented detailed reports to senior management, helping them make informed decisions regarding customer engagement and business strategies.

- Improved team productivity by implementing key performing indicators like velocity tracking, project reporting dashboard, developed process maps and data analysis for stakeholders.

## IKEJA ELECTRIC PLC, LAGOS

MAY 2022 – OCTOBER 2022

### INTERNSHIP

- Utilized Excel to collate and analyze the daily requests of employees sent to the Information Technology department, to spot trends in the requests which the IT service management unit could use to find lasting solutions to repeated requests. The reports were used to finalize a new enterprise application which provided solutions to some technical problems faced by the employees such as application support.
- Performed database and information management tasks for the Database Admin by using SQL to query the company's database, to retrieve the data in demand and store new data.
- Created a single page website using HTML, CSS and PHP that allowed authorized users upload their work reports to a new database. The reports could be accessed at any time upon request and could be downloaded by another authorized user based on permission rights.
- Attended application development meetings with the enterprise application unit and assisted with providing the big data required to fill the database of the company's new application. This was done by spoiling the data, then cleaning and organizing the data with Excel before sending it to the Database Admin to upload.
- Worked with IT help desk technicians to perform and learn about hardware maintenance of the company's ICT devices.

### 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.

### RELEVANT TRAINING

Foundations of Project Management, Google Project	Management Professional Certificates, Coursera(ongoing)
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Introduction to Calculus at the University of Sydney, Coursera (ongoing)	Front-End Web Development COKA IT Learning Institute, Benin Republic (2021)	Department, Togo (2021 – 2023)
Business Analytics with Excel: Elementary to Advanced, Johns Hopkins University, Coursera (2024)	Mentorship Program, American Institute of Africa, ICT	Fashion Industry Essentials Program, Parsons School of Design, New York (2019)

### SKILL HIGHLIGHTS

<b><u>TECHNICAL SKILLS:</u></b>		<b><u>SOFT SKILLS:</u></b>
Database Management	Quality Assurance Testing	Self-Starter
Data Analysis	Infrastructure Deployments	Effective Communication Skills
Database Design	PPM /CRM / ERP Software	Problem-Solving
Information Management	Data Migration / Data Mapping	Relationship Management
Web Development	Budget Management	Interpersonal Skills
Full stack Development	Products Development	Flexibility, Agility, Adaptability
Information Security	Communication Plan	Emotional Intelligence
IT Project Management	PMO IT Governance	Conflict Resolution
System Integration	Planning & Execution	Time Management
Business Intelligence	Process improvement	Continuous Learning
Project Governance Experience	Continuous Improvement	Customer Service
Payment Gateway Integration	MS Project and MS Excel	<b><u>LANGUAGES:</u></b>
Financial Management	Python	English
Resource Management	SQL	French
Risk and Issue Management		

### ACADEMIC PROJECT

#### Design and Implementation of Content Management System on Ecommerce Website: Case Study – Mimi Allure. American Institute of Africa, Togo (2023)

- Designed an E Commerce website called Mimi Allure using HTML, CSS and JavaScript.
- Created a database for the website and connected the website to it using PHP.
- Developed a content management system that the admin of the website can use to control the website on the back-end without having the knowledge programming.
- Wrote and submitted the project essay on the process and importance of designing and implementing a content management system for an e commerce website.