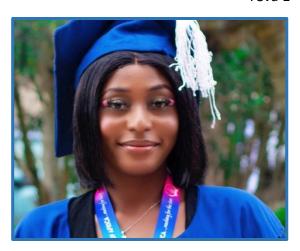
## YEVA ALESSA U.

Phone: +234 8106178369| Address: 331 rd. Gowon Estate

Lagos, Nigeria | Email: yevaalessa@gmail.com



## **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 INTERNSHIP

#### **MAY 2022 – OCTOBER 2022**

- 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)

o **Business Name:** Discount Gadgets

o **Status:** To be hosted soon

O 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 Professional	
Management, Google Project	Certificates, Coursera(ongoing)	

Introduction to Calculus at the University of Sydney, 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)

## **SKILL 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
Project Governance Experience
Payment Gateway Integration
Financial Management
Resource Management
Risk and Issue Management

Quality Assurance Testing
Infrastructure Deployments
PPM /CRM / ERP Software
Data Migration / Data Mapping
Budget Management
Products Development
Communication Plan
PMO IT Governance
Planning & Execution
Process improvement
Continuous Improvement
MS Project and MS Excel
Python
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

## **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.