

ANTHONY MICHAEL

BUSINESS / TECHNICAL ANALYST

CONTACT

Phone

09057554976

Address

Zuba, Abuja, Nigeria.

Email

anthonymike180@gmail.com

LinkedIn

www.linkedin.com/in/anthony-michael-b36382259

EDUCATION

• 2015 - 2017

Parent Pride Academy
SSCE

• 2019 - 2024

Auchi Polytechnic
Computer Science (GPA: 3.3/4.0)

SKILLS

- Data Analytics
- System Integration
- Reporting & Dashboard
- Project Management
- Technical Documentation
- Critical Thinking
- Communication & Presentation
- Stakeholder Management
- Multi-tasking

PROFILE

I am a goal driven Business and Technical Analyst with expertise in translating complex business needs into actionable technical solutions. Skilled in requirements gathering, process modeling, and data analysis. Bridges the gap between stakeholders and development teams to drive project success and deliver innovative.

PROFESSIONAL EXPERIENCE

Customer Support Agent

March 2025 – October 2025

mysocialsboost.com - Remote

- Assisted customers by answering inquiries, resolving complaints, and providing product information.
- Processed orders, returns, and payments efficiently while maintaining accuracy.
- Ensured positive customer experience and satisfaction.

Retail Sales Analyst

November 2024 – February 2025

Globacom - Suleja, Niger State

- Assisted customers in selecting mobile devices, SIM cards, data plans, and accessories based on their needs and budget.
- Analyzed daily, weekly, and monthly sales performance to identify product demand and revenue opportunities.
- Monitored key retail analysis including sales targets, conversion rates, customer purchases, and inventory movement.

Outreach Assistant

March 2019 – August 2019

Union Bank - Gwagwalada, Abuja

- Distribute promotional materials (flyers, brochures, rate sheets) at local community centers, businesses, and high-traffic public areas to advertise current banking products, special offers, and events.
- Engage with potential customers, conduct brief product surveys, and collect contact information.

Github Projects - <https://github.com/anthonymike180>