

CHINEDUM ARANOTU

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PROFILE

Dynamic and aspiring data analyst passionate about utilizing data for actionable insights and cloud technology in data management. Combines hard work, charisma, and wit, excelling in both individual and team environments. Deeply committed to volunteering and community engagement, bringing a unique perspective to professional roles. Eager to learn, connect with industry experts, and contribute to innovative, community-focused teams. Aims to develop a career centered around impactful, forward-thinking solutions, and always eager to learn and grow.

PROFESSIONAL SKILLS

- **Software:** Microsoft Office, Adobe products, Python, HTML, JavaScript, SQL, PHP, Tableau, Power Bi, Photoshop.
 - Data archiving, mining, validation, visualization, and quality assurance.
 - Knowledge of wireless and network technologies, operating systems, design methodologies and disaster recovery.
 - Strong analytical, leadership, problem-solving, and organizational skills.
 - Excellent communication and interpersonal skills.
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PROFESSIONAL EXPERIENCE

Junior Data Analyst / Customer Service Representative

Enugu, Nigeria

LabourParty.Verify

May 2022 – January 2023

- Assisted in collecting and cleaning data, ensuring accuracy and relevance for analysis.
- Conducted statistical analyses on Big Data under supervision, contributing to larger projects and gaining valuable hands-on experience.
- Designed sophisticated database systems to support various projects, optimizing for efficiency, scalability, and data integrity.
- Created detailed reports and visualizations for internal and external stakeholders, enhancing data comprehension and facilitating data-driven decision-making.
- Actively participated in professional development programs to advance technical skills in data analytics.
- Addressed customer questions, concerns, and issues related to the Party application via various communication channels.
- Assisted customers with technical support, troubleshooting, and guidance on using the application effectively.
- Resolved customer complaints and issues in a timely and satisfactory manner.
- Updated and maintained a comprehensive knowledge base or FAQ documentation that provided customers with self-service resources and answers to common questions.

IT Personnel

Port Harcourt, Nigeria

Garden City Premier Business School

April 2021 – February 2022

- Provided technical support for virtual classes, troubleshooting hardware, software, and network issues to ensure smooth operations.
- Assisted students in setting up their personal laptops to connect to the school's wireless network, including wireless printing setup.
- Increased engagement by creating compelling copy infographics, hosting a weekly podcast, and organizing skill-up sessions.
- Worked with Microsoft Office Suite, Adobe products, and other common software to facilitate virtual learning and office productivity.

IT Personnel

Enugu, Nigeria

HAGGAI International

June 2016 – June 2022

- Assisted in creating charts, slides, and spreadsheets for clients and presentations using MS Office, demonstrating proficiency in office productivity software.
- Supported clients with computer-related issues, including troubleshooting Windows and Mac operating systems.

- Tutored clients in media equipment handling and use, highlighting the ability to demonstrate the basic use of various software applications and hardware equipment.

IT Personnel

UNICEF

Enugu, Nigeria
July 2020 – August 2020

- Developed and managed an IT voting system for internal cooperative elections.
- Provided support to users, troubleshooting hardware and software problems.
- Ensured integration of cybersecurity measures into all IT tasks.

Customer Service Representative

Year Of Ultimate Talent Harvest (Y.O.U.T.H.)

Enugu, Nigeria
June 2016 – June 2021

- Resolved customer issues related to IT equipment, ensuring satisfactory outcomes.
- Assisted customers with technical support, using knowledge of servers, PCs, and software applications.
- Maintained accurate records of all communication and activities, ensuring data integrity.

EDUCATION

Graduate Certificate, Internet of Things and Machine Intelligence

May 2023 – December 2023

Sheridan College | Brampton, Ontario

Bachelor of Science, Computer Science

September 2015 – June 2019

University of Nigeria Nsukka | Enugu, Nigeria

CERTIFICATES

Accenture North America Data Analytics and Visualization (Certificate of Completion, 2023)

Lighthall Data Analytics Bootcamp 2.0 (Certificate of Completion, 2023)

Google Digital Garage Fundamentals of Digital Marketing (Certificate of Achievement, 2022)

Jobberman Soft-Skills Training (Certificate of Achievement, 2020)

Emblc Technologies (Certificate of Achievement, 2018)

REFERENCES

References are available on request.