# BLESSING ARCHIBONG

Address: Gateshead, Tyne and Wear NE8 4XN Phone: 07938424134 Email: blessingarchibong9@gmail.com LinkedIn: [www.linkedin.com/in/blessing-archibong](http://www.linkedin.com/in/blessing-archibong)

**PROFESSIONAL Experience**

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| **Data Analyst Projects:**  **Instacart** |  |
| Conducted **Customer Analysis:** |  |

• Analyzed customer trends by region, age, income, and demographic variables using open-source data.

• Managed data integration into a relational database management system.

• Utilized Excel and SQL to perform data analysis and address critical business questions.

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| **Retail Company** |  |
| Led **Inventory Analysis**: |  |

• Conducted initial data exploration and analysis using Python to extract actionable insights.

• Authored a comprehensive report, demonstrating analysis methodology and recommending segmentation strategies based on provided criteria.

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| **National Medical Agency** |  |
| Oversaw Influenza Season Staffing Requirements: |  |

• Determined staffing needs for hospitals during flu seasons for a national medical organization.

• Analyzed Centers for Disease Control and Prevention datasets to identify gaps and trends.

• Produced compelling visualizations using Tableau and communicated findings to stakeholders.

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| **Livability - Gateshead** | **Gateshead, Tyne and Wear NE8 4XN** |
| ***Enabling Support Worker*** | **Mar 2022 - Present** |

• Develop a client-specific monthly financial reconciliation process, reducing errors by ensuring accuracy through bill and receipt comparisons.

• Conduct routine evaluations of service user environments, identifying potential safety hazards leading to the implementation of thorough safety protocols and guidelines, resulting in a 25% reduction in incidents and improved well-being.

• Initiate regular family meetings to foster rapport and communication achieving a 20% increase in family involvement and satisfaction, strengthened relationships, and reduced emotional distress in clients.

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| **Polaris Bank Limited - Eleme, Nigeria** | **Eleme, Nigeria** |
| ***Lead Customer Insight Analyst*** | **Sep 2018 - Dec 2021** |

• Spearheaded the analysis of extensive customer datasets, reducing data processing time by 20% through advanced analytics tools.

• Led the development of customer segmentation strategies, resulting in a 15% increase in the effectiveness of targeted marketing campaigns.

• Oversaw projects, achieving a 20% improvement in project completion timelines and a 15% reduction in project costs.

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| **Skye Bank Plc - Port Harcourt, Nigeria** | **Port Harcourt, Nigeria** |
| ***Banking Operations Analyst*** | **Jan 2010 - Sep 2018** |

• Produced comprehensive monthly operating reports, providing key insights to senior management and contributing to a 10% increase in efficiency and cost savings.

• Introduced new data visualization tools for improved presentation of operating reports, enhancing clarity and understanding for senior management.

• Collaborated with cross-functional teams to identify process bottlenecks and recommend solutions, resulting in a 20% reduction in turnaround time for critical operations.

**Education**

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| **University of Northumbria in Newcastle** | **Newcastle upon Tyne** |
| ***Master of Science, Psychology*** | **Sep 2023** |

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| **University of Uyo - Uyo, Nigeria** |  |
| ***Bachelor of Science, Physics*** |  |

**Skills**

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|  | Data Analysis, Python, SQL, Tableau, Data Visualization, Report Writing, Advanced Excel, Project Management, Customer Insights, Financial Reconciliation, Communication, Stakeholder Engagement |

**CERTIFICATion**

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|  | Data Analytics Immersion-CareerFoundry 2023 |