**Oduwole Temitope Ibrahim**

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# SKILLS

* Python
* R Programming
* SQL
* Power BI
* Big Data Analytics
* Statistical Analysis
* Machine learning
* Business Analytics and Intelligence
* Operations Management & Support
* Customer Relationship Management
* Strategic planning and implementation
* Programme Management

# WORK EXPERIENCE

**United Bank for Africa (UBA)**  **June 2022 – August 2022**

**Data Analyst – POS Support**

* Orchestrated the extraction, transformation, and loading of data to generate analytical reports, leading to a 25% increase in market usage of the bank's POS terminals
* Produced periodic reports and charts to communicate trends and performance, resulting in an activity rate of 85%
* Consolidated and optimized large-scale datasets for seamless batch loading on the Business Intelligence platform; facilitated data-driven managerial reviews, leading to a 30% improvement in decision-making accuracy and enabling timely course corrections based on real-time insights
* Restructured & automated the periodic analytical reporting strategy on bank’s POS performance across 23 countries, which diminished the number of inactive terminals by 10%
* Extrapolated tentative outcomes of performance marketing campaigns using historical data, resulting in a projected 20% growth in customer acquisition and a 15% boost in revenue generation
* Underpinned other departments on data analysis-related needs including reconciliations, fraud analysis, and regulatory compliance

**Paga Nigeria**  **December 2020 – May 2022**

**POS Supervisor/Data Analyst**

* Led the implementation of team access to Data Studio and the execution of batch data loading, resulting in an interactive dashboard that provided stakeholders with real-time insights and decreased report generation time by 40%
* Organised and pre-processed data for analysis, insight generation & Interpretation using dashboards
* Coordinated with relevant third-party stakeholders to ensure regular and efficient functionality of POS platform which improved the retention rate to 83%
* Compiled and shared weekly and monthly performance reports on the Paga Orange Devices
* Monitored and analyzed performance of POS products/services, identifying downtimes and swiftly escalating to relevant stakeholders; minimized system downtime by 20% and ensured seamless customer transactions
* Guaranteed issue resolution within specified SLAs, resulting in 10% increase in activity rate
* Implemented process development and successfully rolled out of 12,000 new Paga Orange devices into the market

**Access Bank Plc**  **April 2019 – November 2020**

**POS Transaction Monitoring Support**

* Conducted comprehensive analysis of POS transaction data, reconciled settlements, and resolved re-presentments, ensuring accuracy and compliance with financial regulations
* Prepared weekly statistical reports to monitor the Bank’s performance on POS and mVISA
* Resolved customer complaints within 48hours by investigating problems, developing solutions, preparing reports, and making recommendations
* Co-ordinated logistics of POS terminals/accessories, configuration, and merchant support

# EDUCATION

MSc – Big Data Analytics **September** **2022 – August 2023**

University of Derby, Derby

MSc – Chemistry **January 2016 - April** **2017**

University of Lagos, Akoka

BSc – Chemistry **November 2010 - April** **2014**

University of Ilorin, Ilorin

# OTHER ACCOMPLISHMENTS

Azure Data Fundamentals (DP – 900) **February 2023**

Microsoft Certified

Python Programming **December 2021**

Kaggle Learn

Introduction to Machine Learning **December 2021** Kaggle Learn

Data Visualization **January 2022** Kaggle Learn

# INTERESTS

Reading and Sports