

CLINTON OSUNBOR

BUSINESS ANALYST

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SUMMARY

I am driven by three core goals: making operations leaner, reducing costs and time wastage, and redirecting efforts toward revenue-generating opportunities.

WORK EXPERIENCE

Business Systems Analyst - Deji & Kola

Dec 2024 - Present

- Reduced ERP costs by ₦1M upfront and ₦600K monthly by conducting a license audit and reallocating subscriptions based on role requirements.
- Designed and automated a weekly payroll system using Google Sheets and Google Apps Script, implementing validation rules, role-based access controls, and logic checks to eliminate calculation errors and reduce manual processing time.
- Lowered SMS failure rate by 23% on Twilio by standardizing phone number formats and setting up US A2P 10DLC protocol, improving message delivery and compliance.
- Implemented interactive Looker Studio dashboards to enhance departmental reporting, enabling management to easily interpret performance trends and make data-driven decisions.
- Ensured on-time order fulfillment by developing an automated alert system by integrating the CRM API with Google Sheets and writing script with Google Apps Script to send proactive reminders for approaching due dates.

Operations Assistant - Wildfire Business Solutions

Dec 2024 - Present

- Acted as the key liaison between international stakeholders and the development team, translating business requirements into technical specifications to ensure project alignment.
 - Managed and tracked project deliverables using ClickUp, implementing SMART goal methodology to improve task visibility and team productivity.
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EDUCATION

Bachelor of Science in Industrial Physics

Jul 2024 - Dec 2024

University of Benin

- Relevant coursework in analytical thinking and problem solving.
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SKILLS

- **Data Analysis & Visualization:** SQL, Looker Studio, Power BI, Google Sheets.
- **Automation & Integration:** Zapier, Zoho Flow, Google Apps Script.
- **Business Operations & ERP:** Zoho Suite, Tally, Airtable, Notion.
- **Business Analysis & Process Design:** Process Mapping (Lucidchart), Requirements Gathering, Workflow Optimization.