

Ikenna Magnus Isaac



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Warsaw, Poland |



LinkedIn

PROFESSIONAL EXPERIENCE

Teleperformance - BETANO | Warsaw, Poland

Nov 2024 - Present

Customer Experience Expert On-site

- I ensured a seamless customer experience by efficiently resolving queries related to virtual sports, betting, casino games, payment issues, account services, and responsible gaming.
- I managed customer onboarding, KYC verifications, and ensured data accuracy and compliance with protection policies and regulatory standards.

Gennibit | Warsaw, Poland

Jun 2024 - Sept 2024

Data Analyst Remote

- At Gennibit, I performed exploratory data analysis and built predictive models using machine learning to uncover insights and forecast key business metrics, enabling strategic planning and informed decision-making.
- I designed automated workflows and created dynamic dashboards using Python, Figma, Excel, Power BI, and Tableau to boost efficiency and visualize complex data.

Foundever - SQUARE | Warsaw, Poland

Oct 2022 - Jul 2024

Lead Customer Experience Hybrid

- I used CRM daily to resolve queries (payment and non-payment), reducing complaints, boosting customer Satisfaction, improving service level, and eventually exceeded expected KPI's / business targets / metrics.
- As a Customer Experience Specialist, I leveraged teamwork to cut Average handling time for projects, resolved B2C/B2B queries with ownership, and handled KYC, GDPR, and escalations to boost customer confidence.

Dataline Insights | Lagos, Nigeria

Jun 2023 - Dec 2023

Business Analyst Remote

- I used SQL, Excel, Used SQL, Excel, and Power BI to analyze data, uncover market trends, and deliver insights aligned with business goals.
- I identified process inefficiencies and implemented optimized workflows while advancing my technical skills in analytics, data-modeling, and reporting through hands-on projects and mentorship from senior analysts.

Human Guild | San Francisco, United States

Sept 2021 - Sept 2022

Content & Marketing Strategist Remote

- I worked as a trainee with editorial, product marketing, social and creative teams to design marketing assests which in turn improved ad performance by 19%. Also I was part of the rebranding for the most prominent podcast show on NEAR; Next Creators Podcast.
- I contributed to projects that raised over \$10M in funding by exploring the designs I learnt in creating high converting pitch decks, thanks to my mentor.

AVAILABILITY

- Open to **B2C, B2B, UoP or Uz contracts** for Service, Fintech and IT projects. However, I am legally allowed to work in Poland without the need for Sponsorship
- Available for **part-time, full-time or freelance/contract** work on a project-by-project basis. I am also seeking business partnerships with companies looking for skilled professionals like myself

SKILLS

Technical Skills

- Tableau | Power BI | SQL | Python | ERP | CRM | Confluence | Jira | SAP | Excel | Google Workspace | Microsoft 365

Experienced in

- Problem-solving | Numeracy | Attention to detail | Communication | Time Management | Collaboration | Critical Thinking

EDUCATION

M. A. Management & Quality

Mar 2021 - Apr 2023

(Business Administration - Specialty)

Vistula University, Ursynow, Warsaw, Mazowieckie, Poland.

B. Eng. Mechanical Engineering

Sept 2010 - Dec 2015

(Production Engineering - Specialty)

Michael okpara University of Agriculture, Umudike, Umuahia, Abia state, Nigeria.

ACADEMIC AWARDS

Dean's Merit List ^(2022/23)

Vistula University, Ursynow, Warsaw, Mazowieckie, Poland.

MESA Award ^(2011/12)

Michael okpara University of Agriculture, Umudike, Umuahia, Abia state, Nigeria.

LANGUAGE: English