Chimaobi Okolo

I am an entry-level data analyst with hands-on experience in delivering quality customer service. I am undergoing top-notch training in Data analysis and modelling, database management, data visualisation and Python programming. My attention to detail and analytical mindset position me to contribute and grow within an Agile framework effectively.

Lagos, Nigeria
09020665339
chimaobicornelius@gmail.com
LinkedIn
Website

EXPERIENCE

ALX Nigeria, Lagos — *Volunteer*

May 2023 – PRESENT

Key achievements:

- I led an Agile Team also functioning as the Product Manager for a group project.
- I took part in designing an intuitive wireframe for the *EmpowerU* App.
- I analysed water access and distribution while proferring solutions to mitigate water pollution and uneven distribution issues using MySQL Workbench and Microsoft PowerBI.
- Took part in telesales role.

Newedge Finance, Lagos — *Customer Service Representative*

June 2022 – May 2023

Key achievement:

- Ensured maximum customer retention by composing good email messages to address the issues faced by angry customers.
- Assisted in the training process of new agents during their onboarding sessions.
- Responded to at least 70 unique customers daily via Live Chat and Email

Oyo State Council For Arts And Culture, Ibadan — *Ibadan*

JULY 2021 - MAY 2022

Key achievements:

- Took part in efficient workshop theatre through creative brainstorming.
- Ensured timeliness in performances, not exceeding the allocated time for every performance.

SKILLS

Good Microsoft Office abilities

Proficient with Google Workspace

MySQL Workbench (Beginner)

Miro

Microsoft PowerBI (Beginner)

Good CRM knowledge

Explore AI, ALX — *Data Science*

May 2023 - Present

Undergoing world-class training in Data Science.

University of Nigeria, Nsukka — *Theatre Arts and Film Studies (BA)*

2015 - 2019

Underwent a four-year practical and theoretical training in Theatrical and Film Productions

PROJECTS

Maji Ndogo (Water Equity Prelude)

Maji Ndogo 2 (Moulding Data into Visual Stories)