

DANIEL AGBO

Rolla, MO | 573-578-2308 | danielagbo44@yahoo.com | [linkedin.com/in/daniel-agbo-b1327154](https://www.linkedin.com/in/daniel-agbo-b1327154)

PROFILE

A passionate and dedicated technical writer skilled in creating simple, accurate, and compliant process documentation, while prioritizing stakeholders in all technical communication. An excellent collaborator focused on helping organizations find a suitable balance between people, processes, and technology in our diverse technical and business environments.

WORK EXPERIENCE

Missouri University of Science and Technology, Rolla, USA

Graduate Teaching Assistant, Technical Writing

Aug 2023–May 2025

- Facilitate and train students in technical writing courses.
- Coordinate technical writing curriculum for a cohort of 20 students per quarter.
- Design daily lessons and evaluate student performance through continuous and formative assessments

Jaiz Bank Plc, Nigeria

Data Analyst || Product Manager

Jan 2015–Jul 2023

- Developed comprehensive analytical framework and models to evaluate business performance, resulting in data-driven insights and recommendations.
- Developed new products and modified existing ones based on business requirement.
- Conducted data analysis and visualization of channel performance on a weekly and monthly basis using Microsoft Power BI and excel, resulting in management informed decision-making across electronic products.
- Collaborated with business development and cross-functional teams to identify business requirements and translate them into technical solutions.
- Optimized and fine-tuned data systems for performance and scalability, resulting in an increase in processing in collaboration with the software development team.
- Developed product manuals, user manuals, technical request documentation, and Standard Operating Procedures (SOPs) for electronic banking department.

Jaiz Bank Plc, Nigeria

IT Business Support & Improvement

May 2014–Jan 2015

- Designed and developed business improvement processes to support profitability.
- Developed and implemented electronic products from conceptualization to deployment.
- Supported and maintained maximum uptime across all electronic channels.
- Managed mobile payment and operations to boost revenue generation.
- Developed and created business around channel deployment to achieve profitability and efficiency.

EDUCATION

Master of Science, Technical Communication

Missouri University of Science and Technology, Rolla, USA

Aug 2023–May 2025

Bachelor of Science, Statistics/Computer Science

Federal University of Agriculture, Makurdi, Nigeria

Nov 2006–Dec 2010

SKILLS

Microsoft Power BI, Python, Technical Editing, Project Management

CERTIFICATIONS & MEMBERSHIP

- Certified IIBA Business Analysis Professional
- Lean Six Sigma White Belt Certified
- ITIL Foundation Certificate in IT Service Management
- Data Analytics: Dashboard vs Data Stories
- Society for Technical Communication (STC), Missouri University of Science and Technology Rolla, MO
- Nigeria Computer Society (NCS), Member

SHORT COURSE

- Certified Business Analysis Professional (CBAP) Training, Earned 30 PDUs (Training Heights) May. 2023
- Developing, Executing, and Sustaining Strategy for Competitive Advantage (Philips Consulting Limited) Aug. 2019
- Project Management Professional PMP Fastrack Training, Earned 35 PDUs (Philips Consulting Limited) Jun. 2018
- Oracle Certified Associate (OCA) 11G SQL Fundamentals, Oracle Administration 1 (AfriHub ICT Solutions for Africa) Dec. 2013

VOLUNTARY ACADEMIC DUTIES

- Treasurer, Society for Technical Communication (STC), Missouri University of Science and Technology Rolla Chapter, United States of America (Feb. 2024 to date)
- Member Library Student Advisory Committee (LSAC), Missouri University of Science and Technology, Rolla (Aug. 2023 to date)