**GLORIA OLIKA MSc**

Address: 20 Recreation Place, Holbeck, Leeds

Phone: 07917619066

Email: gloriaolika@yahoo.com

# SUMMARY

Dynamic, meticulous and self motivated data professional with advanced experience working with large datasets, data analysis, visualization and database programming tools for implementing organisational data strategies and support business decision making. Adept at planning, development, and implementation of business intelligence applications to track performance metrics and extract meaningful information from data. I possess strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy. I am capable of communicating effectively with all levels of stakeholders as appropriate to identify Business analytical needs through stakeholder requirements sessions and recommending innovative solutions that leverage new technologies to increase automation and efficiency. I perform excellently within teams and also able to function effective independently to deliver and improve organisational reporting capabilities, drive strategy, and develop solutions to meet business needs. I aspire for a challenging role in an organisation where I use my skills and experience to support business objectives.

# SKILLS & Tools

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| Databases – SQL Server, Teradata, Oracle SQL Developer, MySQL  Data Analysis – Tableau, SAS Enterprise Guide, Base SAS, Advanced MS Excel including Pivot tables and functions.  Methodologies – Forecasting, Market Basket Analysis, Management Information Reporting, KPI Analysis, RAG reports, Budgeting and Planning, Correlation, Statistic, Dashboard Development and Management. |

# EXPERIENCE

Nov 2015 – Till Date Service Analyst (Data) RICOH Halifax

* Record, track, and document the Service Desk problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
* Carried out trend analysis by alerting appropriate resources for trends in call patterns or issues to prevent future problems.
* Performed adhoc analysis to identify process improvement opportunities and/or trends to determine effectiveness.
* Coordinating between various internal departments and external suppliers to ensure a cohesive approach to Bank Colleagues requirements
* Carrying out data exploration and analysis of customer call volumes and enquiry data and to improve productivity, improve decision making, and enhance customer satisfaction.
* Classifying and prioritising calls in-line with Incident Management processes and escalating calls within Incident Management guidelines, providing status feedback to customers and team/management at regular intervals.
* Utilised remote control software, in-line with security policies, to resolve basic 1st line hardware and IT related issues. And also manage the following activities in line with departmental procedures to ensure compliance with all contractual agreements.

April 2017 – January 2019 Data Analyst (Projects) Pairview Limited

* Collaborating with internal stakeholders to gather, analyse, define project success criteria and deliver various analytical requirements.
* Transform disparate sales data into meaningful data models and executive dashboards using analytics and visualization technologies (Excel), providing operational and strategic insights to empower clients to make informed business decisions.
* Developed data analysis and visualization dashsboards to track sales performance and uncover hidden patterns and trend within the data.
* Analysed operational data to identify how the client could improve existing processes including top cost drivers, inefficient supply chain processes, inefficient supplier management and poor-quality operations.
* Utilised open market intelligence data to carry out competitor analysis to understand products and regions that are doing better or worse versus competitors.
* Developed forecast models using SAS Base to forecast regional sales over a period of time for budgeting, purchasing and planning purposes.
* Developed market basket analysis models using Tableau to uncover customer buying patterns and combination of products that commonly appear within transactions, the findings from the analysis was used to support cross sell campaign.
* Exploring existing data repositories to understand available data and leverage the data using MS Excel and PowerPoint to create reports and dashboards.

April 2014 – Nov 2015 Help Desk Advisor NHS Digital, Leeds

* Acted as first point of contact for the HSCIC internal and external via telephone, email web and correspondence.
* Utilised the call logging system (HP service manager SM9) to track and monitor calls and implemented departmental escalation procedures as required ensuring that all are resolved within service level agreements.
* Provided administrative support to staff using organisation and prioritisation skills to manage own workload. Also investigated and resolved requests utilising the appropriate tools. This includes telephone, email and knowledge management tools and websites.
* Liaised with 3rd party suppliers such as NHS mail or RICOH.
* Manage email accounts using NHS mail, installing or updating software using Zen works.
* Active Directory (GPO's), resetting passwords, adding new users.

Dec 2013 – April 2014 IDM Analyst (Projects) O2, Leeds

* Co-ordinated the provisioning of requests received via Access Control Online Form including request received from Third Party’s suppliers for use both within and outside CLIENT UK, ensuring that agreed service level targets are met.
* Administered the ISS database; ensuring that records are up to date and that regular review are conducted to maintain the integrity of all access control information for the following creations, deletions, and leavers/movers.
* Supported the completion of audits on access control by providing any information requested by the auditor (internal or external) and provided customised reports on an ad-hoc basis, ensuring that the information is readily accessible.
* Supported via email and telephone client and external/third party companies with system access requests as well as ongoing support for ongoing IT related queries
* Shared knowledge with the team, and support the implementation of ‘New Work/Services’. Contributed to team targets and business objectives and also ensure any assigned individual KPIs are met and produced reports as required by management and/or customers. Pro-actively identify areas of support where training is required, and fed this back to the Manager.

April 2010- Dec 2013 IT Support Analyst (Contract) Lloyds Banking Group Pudsey UK

* Supporting 200,000 users over the whole of the Lloyds Banking Group.
* Supported HBOS Branches with any IT issues with hardware (Laptops, Desktops, and Printers), troubleshooting software or customer user accounts using Active Directory during the migration of HBOS branches onto the integrated LBG IT infrastructure 2011.
* Provided executive Branch IT support for the LBG branches, in and around the Olympic park and athletes village, during the 2012 Olympics
* Field incoming help request calls from end users and logging these on the call logging software (SMART) and remedy ticketing.
* Documented all pertinent end user identification information, including name, date of birth, memorable information, contact information and nature of problem or issue.
* Build rapport and elicit problems details from helpdesk customers. Escalate problems (when required) to the appropriately experienced technicians
* Record, track and document the helpdesk request problem-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
* Ensured SLA was met in accordance with the outsource guidelines
* Proper escalation of incidents to designated team and performed monitoring of queues (incident management) and support queries via phone and email.
* Access Software updates and knowledge basics and frequently asked questions on the Knowledge database to aid in the problem resolution.
* Perform desktop support using remote control tools (Tivoli, RDP and Remote Assist).
* Account management, provide ID and password resets in accordance with outsource client processes and procedures
* Determine cause of service interruptions including hardware failure for network PC, desktop, printer and other peripherals.

# EDUCATION

Jan 2008-Jan 2009 **Cybernetics and Communications (MSc Engineering)**

**Nottingham Trent University**

Jan 2007-Aug 2007 **Computing and Informatics (Post Graduate Diploma)**

**Nottingham Trent International College**

Sept 1999 -Aug 2004 **Pure and Industrial Chemistry (BSc Hons)**

**University of Nigeria, Nsukka**

# REferences

References are available on request