

MICHAEL IGUNBOR

Lagos, GU

-Email me on Indeed: <http://www.indeed.com/r/MICHAEL-IGUNBOR/3d50cb2fceb069b>

A seasoned and technically minded professional seeking a position as a Data analytics professional or Data scientist where statistical analysis, predictive analytics, machine learning skills are in high demand with an aptitude and unyielding commitment to work would be effectively utilized to contribute to the success and smooth operation of the organization.

Work Experience

Senior Training Consultant.

Computer Warehouse Group - Block 54A, Plot 10, Rufus Giwa Street ,Lekki Phase 1 Lagos.
March 2021 to Present

Core Functions:

- Delivering corporate trainings on products developed both in-house, from product partners and other third party applications. eg Finacle, Oracle, Unix etc.
- Carrying out deployments and testing of products on UAT or staging environment before conducting trainings.
- Testing of training facilities and given recommendation reports on compatibility.
- Drafting training schedules, ensuring proper coordination and optimum delivery.
- Providing technical support to customers.
- Sending weekly activity reports to the service desk manager on trainings delivered.
- Drafting well-articulated training proposals for customers' procurement.

Core Banking Application Support Officer. Core Functions:

First City Monument Bank Plc. (FCMB) - 17A, Prime Rose Towers Tinubu street Lagos, Nigeria.
August 2013 to February 2021

- Tracking of incidents reported from within the Head office and upcountry branches.
- Providing timely resolutions to incidents reported within SLA and updating OCC (Operations control & compliance) unit in case of any update/modification done on the Database to relevant Finacle tables to resolve the incidents.
- Assist customization team in the modification of relevant scripts to resolve incidents.
- Assist users on branch operation activities.
- Assist EOD team on EOD operations and submitting time sheets and checklists of failed batch jobs and entered status transactions to appropriate quarters.
- Monitoring of ATM/e-channels transactions via count in SOD, GUP and LSAFSIS tables; also monitoring online transaction processing (EABGST services).
- Assist branches in concluding EOD by consummating transactions that are in entered status as result of Finacle take over from branches hence; to avert disruption of normal bank operations at beginning of day.
- Deploying scripts/executable patches to test environment for UAT (User Assessment Testing).
- Attending MPR meetings as scheduled to review staff KPIs (Key Performance Indicators).

- Providing respective departments relevant reports based on demand using SQL/PLSQL scripts, MAHA REPORTS etc.

EXPERTEDGE SOFTWARE NIGERIA LIMITED - Victoria Island, MI
May 2008 to August 2013

Finacle Helpdesk Support Consultant
Expert Edge Software, Lagos.

Core functions:

- Receiving calls from Finacle sites (i.e. Banks running Finacle Banking application) proffering solution and/or workaround to users at the respective branches to enable them continue course and minimal turnaround time.
- Escalation of problems where necessary and monitor the progress of problem resolution.
- Lodge issues on the Helpdesk database and monitor the status of issues on the helpdesk database in case of escalated problems.
- Ensures status of problem and updated as closed on receiving a feedback from user at the branch confirming resolution of reported issues.
- Providing management information and recommendation for service improvement.
- Identifying problems, highlighting customer training in application software.
- Facilitating the restoration of normal operational services within minimal business impact on the customer within agreed service levels and business priorities.
- Active participation at weekly open call review meetings with members of manage support group.
- Maintaining any customer database to improve tracking, reporting and customer service.
- Ability to multitask in a fast-paced environment, while maintaining an emphasis on quality of service delivery..

Resource Person, End User Training For Finacle /Oracle Applications
Expert Edge Software Training Centre, Lagos.

Core functions:

- Application of system analysis techniques and procedures including consulting with users to determine hardware/software or system functional specifications.
- To meet every class session promptly and ready for that sessions instruction.
- Coordination and implementation of instruction in an orderly and professional manner.
- Set-up and clean-up classroom at the beginning and at the end of each class/session.
- Confirm that all materials are ordered and prepared for class sessions.
- Confirm necessary arrangements for refreshments for the class sessions.
- Coordination and implementation of one-on-one instruction in an orderly and professional manner
- Curriculum design and development as needed by software subject and client.
- Computer education and training industry research.
- Develop and maintain relations with various clients in the local business community.
- Explain and market program and classes to prospective clients.
- Assist Administrative Support by answering the telephone, intercepts telephone calls, taking and reporting messages.

KARROX TECHNOLOGIES LIMITED (A MEMBER OF UNITED GLOBAL RESOURCES GROUP) - 81, Allen Avenue Ikeja, Lagos.
December 2007 to May 2008

Core functions:

- Travelling to customer sites for resolution of incidents based on the severity.
- Liaising with staff at all levels of a client organization.

- Analysing IT requirements within companies and giving independent and objective advice on the use of IT;
- Developing agreed solutions and implementing new systems;
- Presenting solutions in written or oral reports;
- Helping clients with change-management activities.
- Designing, testing, installing and monitoring new systems.
- Preparing documentation and presenting progress reports to customers.
- Organising training for users and other consultants.
- Escalation of problems where necessary and monitor the progress of problem resolution.
- Lodge issues on the Helpdesk database and monitor the status of issues on the helpdesk database in case of escalated problems.

Education

IICSE University Wilmington - Wilmington, DE
2013 to 2014

Yaba College of Technology Yaba - Lagos, NG
2002 to 2004

Jibril Martin High School - Lagos, NG
1990 to 1995

Skills

- Knowledge on PL/SQL, SQL and Python programming for data science.
- Good understanding of predictive modelling and machine learning algorithms.
- Data mining, cleaning and modelling.
- Strong Statistical and Mathematical ability in problem solving
- Good Knowledge of Data Integration, Processing, Analytics, Reporting and Visualization.
- Commitment, discipline, integrity and strong will to succeed in tasks assigned to me.
- A quick learner with good grasping ability.
- Management and organizational skills and ability to manage people and processes.
- Numerate and reporting skills, ability to present business processes and analysis with charts and diagrams.
- Action oriented and result focused.
- A drive to learn and Master new technologies and data analytics techniques.
- Ability to think outside the box and a good team player.
- Functional testing

Certifications and Licenses

ITIL Certification