

# Emmanuel Yeku

-Email me on Indeed: <http://www.indeed.com/r/Emmanuel-Yeku/772d1f92d2e7e308>

An adept data analyst with business analyst experience using both technical and statistical techniques in analyzing data with the sole aim of making business decisions easier. A highly multifaceted skillful, self-motivating and disciplined professional with customer support and business analytics experience.

## Work Experience

---

### **Business/Data Analyst for Network and Customer Service Analytics**

LOBACOM NIGERIA LIMITED - Lagos, GU

May 2020 to Present

- Providing, designing, and updating the management board with necessary technical and financial reports to have an updated situation of the company for weekly as well as monthly business review meetings using visuals story telling method on tableau, power BI or MS excel
- Build and manage dashboards for various stakeholders that will help drive key business decisions
- Keeping updated information with development (or retrogression) in all area of the company i.e revenues (voice and data), voice and data ARPU, market penetration, network signal availability fluctuations, and financial results.
- Interacting with marketing, technical, roll-out and customer service teams on site improvement, meeting SLAs, closing activities, budget planning & reporting Ad hoc analysis and projects.
- Developing and monitoring data quality metrics and ensure business data and reporting needs are met
- Studying models (spreadsheet skills) that contain insights (improved speed, cost reduction, etc) and understand what this means and the Balance sheet of the company
- Comparing company's quarterly profitability report with competitors' and advising the board in making informed business decisions
- Collating and analysing data for the implementation and support of business information systems across multiple departments in order to identify problems and opportunities within the company.

### **Back Office Staff (Head, Network Resolution Team)**

LOBACOM NIGERIA LIMITED - Lagos, GU

December 2017 to April 2020

- Managing team to resolving escalated network complaints.
- Training and coaching team members regularly.
- Acting as an escalation point for network operational issues
- Attending operational and technical meetings regularly
- Participating in reviewing network processes and workflow to diagnose areas of improvement
- Preparing and sending updated daily and weekly reports to the management team.
- Studying models (spreadsheet skills) that contain insights key performance indicator of team members and creating an interactive dashboard to indicate high-fliers and outliers.
- Handling, coordinating, monitoring and managing all network escalated complaints

### **Back Office Staff (Resolution Specialist)**

LOBACOM NIGERIA LIMITED - Lagos, GU

July 2017 to December 2017

- Performing researches for all complaints and recommending required action for solution and assisting management to resolve all issues efficiently.
- Coordinating with external vendor to resolve all issues and provide appropriate response to resolved complaints.
- Performing researches on all customer billing issues and facilitating all payment
- Managing all account receivables and providing all check requests and assist to maintain records of all entries.
- Preparing reports for resolutions provided and maintaining records of all status.
- Preparing presentations, reports; periodically analyzing data and other information.
- Attending operational and technical meetings regularly as well as reporting and presenting the outcome of the meetings to customer care management team.

## Education

---

### **B. Sc. in Food Science & Technology**

University of Agriculture

2005 to 2010

### **SSCE**

Premier Grammar School

1997 to 2003

## Skills

---

- Highly skillful in Microsoft office tools (MS excel, word PowerPoint etc), Power BI and tableau
- Highly proficient in carrying out data analytics on MS excel using vlookup, index match, Hlookup, pivot, power pivot, visual storytelling, VBA, IF functions
- Analytical and critical thinking
- Proficient in the use of python programming language
- Communication, writing and presentation skills