

IBUKUN RACHEAL OLASEILE

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Detailed oriented, action driven professional with over 5 years progressive experience spanning **IT, financial services, oil & gas and energy** sectors, with a **solid analytical and engineering background**. Proven competencies in **project management, Client and Stakeholders engagement, customer relations, data analytics and visualization, communication, and leadership**. Strong track record of contributions to **organizational development and team building**. Excellent understanding of **business operations and analytics tools for effective analysis of data, drawing insights and communicating results** in a way that is beneficial to the business stakeholders.

SKILLS

- SQL
- Tableau
- Advanced Microsoft Excel
- Data Visualization
- CRM and Terminos 24
- Project Management
- Customer Service
- Client Engagement and Management
- Organizational and communication Skills
- Time Management
- People management

Languages: English (Fluent), Yoruba (Fluent)

EDUCATION

February 2020 - May 2020	Business Analytics / Udacity <ul style="list-style-type: none">• Executed 4 projects using Advanced Microsoft Excel, Tableau and SQL• Queried a music store database, proposed 4 questions to be solved and ran all queries successfully• Designed a dashboard, analysing and providing insights on the US Census Demographic data• Analysed New York Stock Exchange data using statistical tools and business metrics• Created a profit and loss statement for one of the companies listed in NYSE data and proposed a financial forecast for the next two consecutive years
June 2010 - June 2014	Chemical Engineering / Kwame Nkrumah University of Science and Technology, Kumasi, Ghana Renewable energy technology, process engineering, thermodynamics <i>Thesis: Purification of natural gas from Jubilee Fields</i>

PROFESSIONAL EXPERIENCE

October 2015 – December 2019	Customer Experience Management Personnel / Sterling Bank Plc, Lagos <ul style="list-style-type: none">• Strategically grew the number of onboarded customers by 20 % in 2019 by cross-selling and up-selling the bank's products, leading to an increase in quarterly sales of 15 – 25%.• Managed over 40 daily customer relevant queries, complaints and request for information and services.• Coordinated on-boarding of customers and improved customer retention by about 35%, by providing exceptional client support.• Consistently met monthly targets of about 20 new accounts creation and exceeded by 10 – 20% to contribute to banks revenue.• Conducted weekly combined trainings and knowledge sharing sessions for 50 – 100 staff on banks products and services.• Supported financial analysis and preparation of statistical reports.• Worked with diverse types of customers including High Network.
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	<ul style="list-style-type: none"> Reviewed and verified transactions to ensure proper processing according to established quality standards. Coordinated client relations to match appropriate banking services to customer needs. Opened and closed accounts including checking, savings, money market, certificates of deposit, ATM/Debit cards. Provided technical support for online and mobile banking. Managed customer's expectations by resolving Products and Service-related disputes promptly.
October 2014 – August 2015	IT Support Officer / Petroleum Equalization Funds (Mgt) Board, Abuja <ul style="list-style-type: none"> Resolved connectivity and internet related issues Handled deployment of desktops to depots and other units Handled basic computer troubleshooting Installation of computer applications and programs.

CERTIFICATIONS

February 2020	Advanced Excel Masterclass	Lead-Leap Consulting Ltd
January 2020	People Analytics	Cousera-Wharton University of Pennsylvania
December 2018	Operations Analytics	Cousera-Wharton University of Pennsylvania
October 2018	Customer Analytics	Cousera-Wharton University of Pennsylvania

PROFESSIONAL AFFILIATIONS

- Nigerian Society of Engineers (NSE)

ACTIVITIES

January 2020 – February 2020	Digital Village Facilitator / Tech4Dev <ul style="list-style-type: none"> Led mobilization and computer skills training of about 30 persons between the ages of 11-40
May 2016 – Date	Regional Coordinator / Sisters' Impact Africa <ul style="list-style-type: none"> Supported the organization of the 2016 national energy efficiency seminar/ exhibition with over 100 participants. Organised renewable energy seminars for over 200 students in 2 secondary schools. Led donations of relief materials to 2 communities in West Africa. Support with implementation of stem projects for women. Energy research and policy analysis for programs. Capacity building workshops on physical computing, digital skills, and renewable energy.

INTERESTS

Data science, Agriculture, Renewable energy, culture, music, community development.

REFERENCES

Available on request