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EMMANUEL ABANG

Data Analyst

PROFESSIONAL SUMMARY

Well-versed in statistical modelling, machine learning, and data visualization approaches. Experienced in creating and implementing end-to-end data pipelines, from data collection to model deployment. Proficient in programming languages such as Python and R, with substantial experience in SQL databases and cloud-based platforms. Skilled in natural language processing and computer vision, with applications in entertainment, banking, and retail industries. Extensive experience in marketing and customer service.

EMPLOYMENT HISTORY

CUSTOMER CARE PERSONNEL (CCP)

Jul 2024 - Dec 2024

Concentrix

Remote

- ♦ Streamlined customer care processes, reducing average handling time and improving first-call resolution rates for increased efficiency.
- ♦ Assisted customers with the application process for American Express credit cards, providing guidance and support to ensure a seamless experience.
- ♦ Guided numerous customers daily in selecting and applying for credit card options aligned with their financial goals and lifestyle, ensuring personalized and effective solutions.
- ♦ Received comprehensive training on various credit card products to provide accurate information and deliver high-quality customer support.
- ♦ Meticulously documented customer interactions, ensuring accurate information flow and facilitating seamless follow-ups for unresolved issues.

CUSTOMER SERVICE REP

Feb 2022 - Sep 2023

InfoCision

Remote

- Worked on multiple different fundraising and customer service platforms to deliver quality customer service to all respective donors and members.
- Responsible for helping customers troubleshoot their account needs and resolve issues with operating their accounts and portals online.
- Trained to properly handle sensitive customer information to provide safe and efficient customer service.

ASSISTANT DATA ANALYST

2021 - 2022

Alphabet, Inc

Remote

- Responsible for collecting and analyzing data using tools such as Excel, SQL, or Tableau.
- Created dashboards, reports, or data visualizations to help the organization understand trends or patterns in the data.
- Supported decision-making by providing data analysis and insights to business stakeholders.
- Ensured that the organization's data is accurate, consistent, and reliable through data cleaning, normalization, or validation.

SOCIAL MEDIA EVALUATOR

2020 - 2022

Capgemini

Remote

- Conducted comprehensive audits of a company's social media accounts.
- Developed social media strategies to improve engagement and increase brand awareness.
- Monitored company social media accounts daily, responded to comments and messages, and flagged negative feedback to aid in resolution of product faults.

ACCOUNTANT MANAGER

2015 - 2019

Fidelity Bank

- Assisted with payroll and pensions service management for 150+ employees.
- Prepared invoices for more than 200 clients.
- Assisted with bill payments, records organization and preparation, and other office duties to support financial and accounting operations.

EDUCATION

BACHELOR'S IN ELECTRICAL ENGINEERING AND COMPUTER SCIENCE

Jun 2008 - Jun 2012

Madonna University Nigeria

- GPA: 3.94

ASSOCIATES IN APPLIED SCIENCE FOR APPLICATION DEVELOPMENT

May 2020 - May 2022

Houston Community College

- GPA: 3.83

SKILLS

Statistical Modelling, Machine Learning, Data Visualization, Python, R, SQL, Natural Language Processing, Computer Vision, Customer Service, Marketing, Excel, Tableau, Data Analysis, Microsoft NAV Dynamics, Java, Sequence Diagrams, Data Profiling, Microsoft Access, PowerPoint, Tactical Planning.