

# KECHI

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## EDUCATION

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**York University, Information Technology, Bachelors of Arts**

**2019 — 2023**

## EXPERIENCE

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**Client Services Representative, York University**

**Sep 2021 — Apr 2023**

- Engineered troubleshooting operations by resolving over 150 inquiries and issues regarding client account activation, suspension, eligibility, and refund operations.
- Utilized proficiency in Fusion and Microsoft Excel, to efficiently manage and maintain information system databases and filing systems.
- Exhibited strong communication skills by providing clear and concise directional information to over 100 clients daily resulting in a 90% customer satisfaction rate.

Technologies: MS Excel, Fusion

**Business Analyst Intern, TD Bank**

**Apr 2022 — Sept 2022**

- Monitored and analyzed requests and incidents related to credit operations and assigned tasks to team members using Robotic Arm Tracker (RAT) incident ticketing system.
- Performed incident prioritization and escalation involving business and technology partners by handling high priority incidents in generic inbox and ServiceNow, with over 200 inquiries and tickets daily, identifying areas for improvement and presenting findings to senior leadership.
- Generated reports on (RAT) incident ticketing system and performance using Microsoft Excel.
- Collaborated with cross-functional teams to develop and implement process improvements, resulting in a 30% reduction in incident resolution times.

Technologies: HTML, ServiceNow, Confluence, MS Excel

**Telephone Interviewer, Institute for Social Research (ISR), York University**

**Jun 2021 — Aug 2021**

- Accurately collected information and coded call outcomes using Computer Assisted Telephone Interviewing (CATI) for clients such as the Ministry of Health and The Canadian Fitness and Lifestyle Research Institute, resulting in a 98% data acquisition accuracy rate.
- Presented research objectives to respondents using clear and concise verbal skills, while following approved protocols, resulting in a 95% response rate.
- Demonstrated ability to meet daily interview quotas by interviewing over 50 respondents daily, consistently exceeding targets by 15%.

Technologies: Computer Assisted Telephone Interviewing (CATI)

## CURRENT PROJECTS

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**Drug Consumption Predictive Analytics project**

- Conducted Exploratory Data Analysis (EDA) on a drug consumption dataset with over 1800 respondents, extracting insights from 30 features, and identified significant patterns and correlations, utilizing Python machine learning libraries such as NumPy, Pandas, Scikit-learn and seaborn for data cleaning, feature engineering, and data visualization.
- Developed and tested multiple predictive algorithms such as Logistic Regression, Random Forest, and Decision Tree, which contributed to identifying high-risk individuals and enabling targeted intervention strategies in the healthcare industry.
- Analyzed data sets using Power BI to create dashboards and identify key trends, resulting in the development of data-driven recommendations for the healthcare industry.
- Leveraged statistical techniques such as hypothesis testing and cross validation to validate the model's accuracy and achieve an accuracy score of 80% on the testing dataset

Technologies: Python (NumPy, Pandas, scikit-learn, Seaborn), Power BI, Jupyter Notebooks.

## SKILLS

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- Code: HTML, CSS, JavaScript, MATLAB, Python Python (NumPy, Pandas, scikit-learn, Seaborn)
- Tools: SQL, Power BI, Jupyter Notebooks.

