KECHI

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EDUCATION

York University, Information Technology, Bachelor of Arts   **sept 2019 — Jun 2023**

SKILLS

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

RELEVANT PROJECTS

Drug Consumption Predictive Analytics project

- Conducted Exploratory Data Analysis on a drug consumption dataset and identified significant patterns utilizing Python Machine learning libraries for data cleaning, feature engineering, data visualization, and identifying patterns.
- Levereged hypothesis testing and cross validation to validate the model's accuracy and achieve an accuracy score of **80%** on the testing dataset.
- Developed and tested multiple predictive algorithms such as Logistic Regression, Random Forest, and Decision Tree, to identify high-risk individuals and enable targeted intervention strategies in healthcare.
- **Technologies**: Python (NumPy, Pandas, scikit-learn, Seaborn), Power BI, Jupyter Notebooks.

EXPERIENCE

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 an **80%** 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)