

# KECHI EMEROLE

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## EDUCATION

### **York University**

*BA Information Technology*

**Toronto, ON**

Sept 2019 – Present (expected graduation - June 2023)

## WORK EXPERIENCE

### **Department of Athletics and Recreation, York University**

**Toronto, ON**

*Client Services Representative*

Sept 2021- Apr 2023

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

### **TD Bank (Credit Operations and Applications)**

**Toronto, ON**

*Business Analyst Intern*

May 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.

### **Institute for Social Research (ISR), York University**

**Toronto, ON**

*Telephone Interviewer*

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%.

## TECHNICAL PROJECTS

### **Blood Bank Database Management System**

**Toronto, ON**

*Project Manager*

Sept 2021 – Dec 2021

- Collaborated in a team of 6 to design and implement a Blood Bank Database Management System software that utilizes a database management system, allowing respective access to donors and hospitals based on profile criteria and agenda, resulting in a 25% decrease in the time required to access donor history and a 30% increase in the efficiency of donor management.
- Organized all project scheduling and issues using JIRA, enabling the team to work more efficiently and effectively, resulting in a 30% improvement in milestone reach and project delivery time.

### **Drug Consumption Predictive Analytics project**

**Toronto, ON**

*Data Analyst*

Jan 2023 - Apr 2023

- Conducted Exploratory Data Analysis (EDA) on a drug consumption dataset with over 1800 respondents, 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, resulting in the identification of the most accurate model for predicting the likelihood of drug abuse.
- Analyzed data sets using Power BI to create visualizations, dashboards and identify key trends, resulting in the development of data-driven recommendations for the healthcare industry.
- Utilized 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.

## **SKILLS**

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- Technical skills: HTML, CSS, JavaScript, React Native, MATLAB, Python (NumPy, Pandas, scikit-learn, Seaborn), SQL, Power BI, JIRA, Figma, Microsoft Office software, Jupyter Notebooks.