**LOUIS ALU**

**Data Analyst**

Slack | Python | MS Teams | SQL

[louie.alu@gmail.com](mailto:louie.alu@gmail.com) | [Github\_repositories](https://github.com/kratorean?tab=repositories) | +(234) 803-774-5193

**SUMMARY**

Data Analyst with a strong foundation in predictive modeling, data visualization, and route optimization. Experienced in using Python, SQL, and Power BI to deliver actionable insights and operational efficiency. Recognized for innovative solutions in logistics and e-commerce, driving performance improvements through data-driven decision-making. Skilled in leveraging technical tools to enhance business processes and customer experience.

**EDUCATION**

* **PGD. Business Administration**

Obafemi Awolowo University, Nigeria

September 2006

* **B.Sc. Cell Biology & Genetics**

University of Lagos, Nigeria

November 2002

**WORK EXPERIENCE**

**Regional Business Analyst (Operations)**

**United Parcel Service, Nigeria**

**Jan 2023 – Present**

* Created a predictive model using ML Model (Logistic Regression) to forecast demand for Region North package cars for 5 years (Aug 2023).
* Developed a **Route Optimization webapp** using **Streamlit**, **folium**, and **OSMNX**, helping package car drivers to visualize routes, identify and reduce the incidences of overlaps along respective routes.
* Created an interactive **dashboard with Power BI**, that provided insights into driver performance and package return efficiency.

**Data Analyst (Industrial Engineering)**

**United Parcel Service, Nigeria**

**Oct 2016 - Dec 2022**

* Developed intricate **SQL scripts** for use with UPS Oracle Database Repository – The Script was to enable users pull data from multiple tables.
* Training facilitator for deployment of **new Zebra GPD** device for all Region North Service Providers (Nov 2021).
* Built from Scratch, an **MS-Excel Dashboard** used to aid the Building and Facility department log internal work orders initiated by staff.
* Received **UPS ISMEA District** (India Subcontinent Middle East & Africa) recognition award for outstanding performance and innovation **in 2022** which contributed highly to my promotion to Supervisor.

**Technical Support Specialist**

**Konga Online Shop (formally Yudala)**

**Jul 2015 - Sep 2016**

* Leveraged **SAP ERP** to access and manage inventory data, confirm stock availability while updating internal customers on product availability.
* Tasked with monitoring online customer interactions, cart activities and most viewed items on the company’s website, identifying recurring issues using **Siebel CRM**, and recommending solutions via **analysis (MS-Excel)** to improve service quality and efficiency via chat and emails from Service Requests raised by customers.
* Utilized technology and collaboration tools such as Lync (now Skype for Business) to document interactions, escalate complex issues, and coordinate with internal teams to ensure timely resolutions.

**TECH TOOLS**

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| --- | --- |
| **Programming Languages** | Python, SQL. |
| **Tools** | Git, Slack, PostgreSQL, Jupyter Notebook, PyCham, |
| **Data Analytics** | Power BI, Tableau, MS Excel, Visualization proficiency. |
| **System** | MYSQL, |

**REFERENCES**

Available on Request.