

AKON USOH

Country: Nigeria **Gender:** Female

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[Website](#) [LinkedIn](#) [GitHub](#)

PROFILE

Result-driven professional with diverse background and encompassing roles like Data Analyst, Data Scientist, and Business Intelligence Developer. Expert at extracting deep insights from diverse datasets, I bring wealth of experience in utilizing financial and customer data to drive effective decision-making. From employing advanced analytics to designing and implementing robust BI solutions, I have a proven track record of delivering value to organizations.

SKILLS/TECHNOLOGIES

Python, SQL, Power BI, Big Data, Git and GitHub, Mifos X, Zoho, Jira, BitBucket, Looker Data Studio, Tableau, Data wrangling, Extract-Transform-Load (ETL), Machine Learning, Predictive modeling, Research, Finance, Strong Communication and Collaboration, Data Warehousing, Critical Thinking, Highly Motivated, Strategic Planning, Business Acumen, Organization and Time Management, Teamwork, Report Drafting, Problem Solving, Innovation, Project Management Skill, Microsoft Office Suite.

EDUCATION

MBA. Masters in Business Administration, Ajayi Crowther University, Oyo State.

Dec 2017-Sep 2019

Grade: MBA Cumulative Honors (4.33/5.00)

BSc. Applied Biology, Bayero University Kano, Kano State.

Jan 2010-July 2014

Grade: First Class Honors (4.59/5.00)

INDUSTRY EXPERIENCE

Business Intelligence Developer at Carbon Finance and Investment Ltd (Fintech)

June 2023 – Mar 2024

- Led successful data migrations from Mambu to Fineract, from planning to execution.
- Optimized data analytics using Google BigQuery for large datasets while considering cost.
- Utilized tools such as MIFOS, Jira, Bitbucket for microfinance operations, project management, and collaboration.
- Created visually compelling BI solutions with Looker Data Studio and Tableau.
- Led Credit Bureau and IFRS 9 report production, ensuring compliance and data security.
- Analyze historical datasets having loan performance and customer information to identify patterns and factors influencing credit risk.
- Conducted data quality assessments and provided strategic recommendations.

Data Scientist at Wema Bank Plc

Oct 2021 – June 2023

- Developed Product Recommendation Analysis using Rule-Based SQL Scripts, increasing sales by 80%.
- Created monthly Customer Churn Analysis Reports with an 85% satisfaction score.
- Led Retail Customer Segmentation Analysis with Machine learning model via K-Means Clustering.
- Produced technical documentation, Power-BI Dashboards, and facilitated data learning sessions.
- Initiated and organized the inaugural Datathon, fostering a culture of continuous data literacy.
- Conducted quarterly stakeholder engagement meetings to assess satisfaction levels.

Data Scientist at Access Bank (Finance and Risk Operations)

Apr 2019 – Oct 2021

- Develop predictive models to forecast financial metrics (revenue and expenses) and historical data like NIBSS data.
- Analyze financial data to identify trends and patterns.
- Build predictive models using statistical and machine learning techniques to forecast loan default probabilities.
- Analyze and reconcile data with respect to repayment monitoring for collections and risk.
- Demonstrated expertise in financial applications including Retail, Loan, Card, mobile banking, and E-channel systems to enhance data-driven decision-making processes.
- Collaborated with growth and internal teams to develop strategic plans for Access Bank's go-to-market strategy.
- Enhance data governance practices to ensure data quality and compliance.

Data Analyst at Access Bank (Customer Operations)**Jun 2017 – Mar 2019**

- Utilized Oracle FLEXCUBE (FCUBS) for streamlined core banking operations, risk management, and enhanced CRM functionalities.
- Build predictive models for customer behavior.
- Monitor key performance indicators (KPIs) related to customer operations.
- Innovated Contact Center Operations (CCOPs) and authored its Standard Operating Procedure, enabling seamless banking services via WhatsApp.
- Segment customers based on demographics and behavior.

AWARDS

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|---|--------------------------|
| ▪ Employee of the Month, Carbon Fintech | Jul 2023 |
| ▪ Best Graduating student in the Department of Applied Biology | Jul 2014 |
| ▪ Best Level 100, 200, 300 student in the Department of Applied Biology | Mar 2011- Jun2013 |

PROFESSIONAL DEVELOPMENT & RELEVANT CERTIFICATION**Associate Chartered Accountant, Institute of Chartered Accountant of Nigeria****December 2023**

Completed comprehensive examinations spanning Foundation, Skills, and Professional stages to achieve Associate Chartered Accountant status.

SQL Server Developer – DataCamp**August 2022**

Design and implement Database solutions using SQL Server. Responsibilities included database design, SQL query optimization, stored procedure development, and database administration tasks such as backup and recovery.

IBM Data Science – Coursera**Mar 2022 – July 2022**

Mastering skills in data science methodology, tools, Python, SQL, data visualization, analysis, and machine learning.

Gender Data Driving Business Decision – Data2X, United Nations Foundation**Jun 2022**

Learned unbiased gender data collection principles and its application in improving policies and decision-making to promote gender equality, emphasizing the importance of data equality in achieving gender equality.

Professional Data Analyst – DataCamp**May 2021 – May 2022**

Equips with essential skills for data analysis roles, covering areas Analytics Fundamental such as A/B testing, Exploratory Analysis using SQL, Python for data analysis, Data management, Visualization and reporting.

LEADERSHIP, VOLUNTEERING & EXTRACURRICULAR ACTIVITIES**Vice President, Sporting Blue Waves Football Club, Lagos****2023 – 2024**

Responsibilities included strategic leadership, team management, and supporting the growth and success of the club in the local football community.

General Admin, E-Book Library.**2019 - Present**

Oversee operations, including book requests and exchanges, while also managing administrative meetings and conducting monthly book reviews to ensure ethical sharing practices.

Inmates Support Volunteer, Central Prison Visitation, Kano.**2011 - 2014**

Actively participated in bi-weekly visits to Central Prison in Kano, providing encouragement and support to inmates.

ATTENDED SEMINARS, PRESENTATIONS, ARTICLES, WORKSHOPS AND CONFERENCES**Medium Articles****Jun 2023-Present**

Authored series of articles covering diverse topics ranging from technology and data science to personal development and societal issues thereby contributing to knowledge sharing and community engagement on the platform.

Microsoft Responsible AI Workshop -Microsoft Nigeria/Data Science of Nigeria**Jun 2023**

Explored the ethical dimensions of artificial intelligence and gained insights into responsible AI practices.

Data Project Presentations**May 2023**

Led presentations on various data projects that involved showcasing insights derived from data analysis and providing strategic recommendations based on findings.

INTERESTS**Hobbies:** Reading, Playing scrabble game, writing.**Language:** English, German.