AKON USOH

Country: Nigeria **Gender**: Female
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PROFILE

Result-driven professional with diverse background and encompassing roles like Data Analyst, Data Scientist, Financial Analyst and Business Intelligence Developer. Expert at extracting actionable insights from complex datasets, I bring wealth of experience in leveraging financial and customer data to drive strategic 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, Google Big Query, Git and GitHub, Mifos X, Zoho, Jira, BitBucket, Looker Data Studio, Data Structure and Algorithm, Extract-Transform-Load (ETL), Machine Learning, Financial Modelling, Financial Analysis, Research, Finance, Strong Communication and Collaboration, Data Warehousing, Critical Thinking, Highly Motivated, Strategic Planning, 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 – March 2024**

- Foster strong collaboration with top-level executives, department leads, colleagues and stakeholders to grasp the organization's strategic objectives and offer evidence-based insights to inform decision-making processes.

- Partake in successful data migration process via thorough analysis of data structures in Mambu and Fineract; develop comprehensive migration plans, implement accurate data mapping and transformations, conduct rigorous quality assurance, collaborate with cross-functional teams for execution, maintain detailed documentation, and communicate progress to ensure successful data migration process.

- Effectively utilized Google BigQuery to optimize data analytics and reporting processes, providing scalable and high-performance solutions for analyzing big datasets from various data sources while considering cost-management.

- Proficient in Jira for configuring workflows, utilizing advanced features for efficient project management, issue tracking, and team collaboration thereby contributing to successful project outcomes.

- Effectively employed MIFOS to optimize microfinance operations, including client and loan portfolio management, risk assessment, and compliance tracking which in turn offered customized analytical report.

- Competently utilized Zoho to streamline business operations, including customer relationship management (CRM), sales tracking, marketing automation, and project management.

- Successfully leveraged Talend to enhance data integration and ETL processes, ensuring seamless connectivity between disparate systems.

- Harnessed the capabilities of Looker Data Studio to design and develop interactive dashboards and reports that provided actionable insights from diverse datasets.

- Proficiently employed Bitbucket to optimize version control and collaborate in projects ensuring efficient code management, version tracking, integration with tools, enhancing transparency and traceability throughout the development lifecycle.

- Successfully led the end-to-end production of Credit Bureau report and IFRS 9 report ensuring strict compliance with data protection laws. Consult with legal counsel to enhance processes and stay current with evolving regulations, enforcing data retention policies, and successfully passing periodic internal and external compliance audits.

- Nurture and guide emerging BI analyst via imparting technical acumen and strategic counselling to enhance overall team proficiency and effectiveness.

Data Scientist at Wema Bank Plc   **Oct 2021 – June 2023**
- Created month on month Product Recommendation Analysis for customers bank wide using Rule Based SQL Script to increase product sales by 80%.

- Created monthly Customer Churn Analysis Report of customers that are likely to churn bank wide using Rule Based SQL Script with an 85% satisfaction score of retained customers.

- Championed Retail Customer Segmentation Analysis for customers bank wide using K-Means Clustering to segment Wema Bank customers into their fee income bucket.

- Provided appropriate technical documentations, Power-BI Dashboards as well as championed Data learning sessions and competition Bankwide which boosted stakeholders understanding of data structures and algorithms, data warehouse design and data analysis process.

- Pioneered the inaugural edition of Datathon, a cutting-edge data learning competition designed for professionals at Wema Bank, showcasing innovation and fostering a culture of continuous learning and analytical excellence.

- Organized quarterly meetings to engage stakeholders on their satisfaction levels and proffered solutions to better drive stakeholder's satisfaction forward.

Data Analyst at Access Bank (Finance and Business Operation)   **Jun 2017 – Oct 2021**
- Worked alongside a team as main points of contact in all matters relating to customer concerns and needs thereby strengthening customer relationships to achieve long-term partnerships. Applied financial analysis and modeling expertise to inform strategic decisions, enhancing overall customer satisfaction and loyalty.

- Successfully utilized Oracle FLEXCUBE (FCUBS) to streamline core banking operations, manage risk, enhance customer relationships through CRM functionalities, facilitate treasury management, leverage business intelligence tools for data analytics and reporting, implement digital banking services, integrate with third-party applications, and ensure robust security and compliance measures.

- Part of the committee that innovated a maiden team called Contact Center Operations (CCOPs) and single-handedly wrote its Standard Operating Procedure where Customers abroad can initiate banking service seamlessly with authentication via Whatsapp platforms.

- Demonstrated versatile expertise in financial applications encompassing Retail Loan, Infopool, Vanso, Card, and E-channel systems, effectively utilizing platforms like Process Maker, Service Desk, Entrust, Postillion, Tuga, Extraswitch, and Digital Loan Admin Portal. This comprehensive skill set, coupled with a deep understanding of Access Bank's products, uniquely positions me to contribute to operations, enabling strategic upselling and cross-selling initiatives for enhanced customer engagement.

- Collaborated with growth and internal teams, contributing thought leadership and best practices, both internally and externally, in the development of strategic plans for Access Bank's go-to-market strategy. This approach aimed to deliver excellent customer service, meet target KPIs, and incorporate insights gained from direct engagement with customers.

AWARDS
- 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. Engaged in hands-on labs and assignments, including a Capstone Project demonstrating proficiency and practical application of learned concepts.

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

Completed a learning series on gender data utilization to make informed business decisions. 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. Acquired knowledge of ethical considerations and guidelines for implementing AI solutions responsibly.

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, French.