

Mobile: +2347066210475
Gender: Female
Date of Birth: 14-November-1995
Email: usohakon@gmail.com
LinkedIn: [LinkedIn](#)
Website: <https://akon.cloud>

PROFILE

A highly resourceful, customer-oriented tech-savvy, and versatile data science and analytics expert highly focused and organized with an excellent track record of deploying my expertise towards the provision of business solutions, implementation of techniques and in the design of models to allow seamless and secure movement of data across all business units for insight generation and data driven business decisions. With a team-oriented attitude, I am eager to contribute my abilities and experience in data science and analytics to enhance the experience of the company's users and customers globally.

SKILLS/TECHNOLOGIES

Python, SQL, Power BI, Google Big Query, Data Studio, Tableau, Data Structure and Algorithm, Machine Learning, Natural Language Processing, Research, Critical Thinking, Finance, Strategic Planning, Teamwork, Report Drafting.

PROFESSIONAL EXPERIENCE

Senior Business Intelligence Developer at Carbon

06/2023 – Present

- Accomplished and results-driven Senior Business Intelligence professional with a proven track record of effectively managing and analyzing operational data to empower organizations with actionable insights.
- Adept at ensuring the accuracy and timeliness of reports through meticulous data gathering and periodic updates.
- Skilled in creating dynamic and visually compelling dashboards tailored for executive leadership managers and the board of directors, facilitating informed decision-making.
- Proficient in conducting comprehensive data quality assessments, generating detailed reports, and offering strategic recommendations based on deep analysis.
- Proactively identifies hidden trends and patterns in complex data sets, transforming them into meaningful and impactful insights.
- Utilizes business intelligence tools such as Tableau and Data Studio to process, manipulate, and interpret data, enabling data-driven decision-making.
- Experienced in leveraging a robust data stack comprising Google BigQuery, Tableau, and Data Studio.
- Exceptional ability to translate analytical findings into a common business language that influences key stakeholders.
- Committed to continuous improvement and the development of innovative BI and analytics solutions that address organizational challenges and drive performance.

Data Scientist at Wema Bank Plc

10/2021 – 06/2023

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

Customer Data Analyst at Access Bank

7/2017 – 9/2021

- 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.
- Worked with growth and other internal teams in the development of strategic plans to deliver excellent customer service and meet target KPIs.
- Developed a thorough understanding of Access Bank's products and service offerings to better upsell and cross-sell to customers.
- Contributed thought leadership and best practices, both internally and externally, around Access Bank's go-to-market strategy based on direct engagement with customers.
- Part of the committee that innovated a maiden team (CCOPs) and wrote its Standard Operating Procedure where Customers abroad can initiate banking service seamlessly.

EDUCATION/ACHIEVEMENTS/CERTIFICATES

ACA , Associate Chartered Accountant, Institute of Chartered Accountant of Nigeria	2022
IBM Data Science Professional Certificate	2022
Gender Data Driving Business Decision, Financial Alliance for Women (Data 2x, United Nations Foundation)	2022
MBA , Accounting and Finance Option, Ajayi Crowther University (Distinction)	2019
B.SC , Applied Biology, Bayero University Kano (First Class)	2014

VOLUNTEER SERVICE

Central Prison Visitation, Kano	2011-2014
Millennium Development Goals, Community Development Service	2015
Old People's Home Visitation, Yaba, Lagos (Corporate Social Responsibility)	2023

LANGUAGES English, French, Yoruba, Ibibio

HOBBIES Swimming, Dancing

REFEREES Available Upon Request