

Michael Gabriel

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Lagos, Nigeria

Summary

A results-driven and efficient professional with over 4 years of progressive experience in data analysis, reporting, and project management. Adept at leveraging cutting-edge tools like Microsoft Office, Power BI, Tableau, SQL, and Python to drive strategic decision-making. Seeking a pivotal role in real-time management and workforce analytics to capitalize on strong quantitative and problem-solving capabilities.

Links

LinkedIn: <https://www.linkedin.com/in/gabriel-michael-o/>

Portfolio site: <https://maranatha443.github.io/>

Experience

Customer Insights Analyst

Tin Can Island Container Terminal • Lagos, Nigeria

07/2025 - Present

- Managed 110 key accounts as a Relationship Executive, delivering exceptional customer experiences through timely email and call responses.
- Successfully processed and resolved customer complaints, driving issue resolution and customer satisfaction.
- Provided actionable insights to stakeholders, informing business decisions and driving growth Improved processes and created automated tools to enhance efficiency and accuracy.
- Collaborated with cross-functional teams to integrate customer insights into business operations, ensuring a unified approach to customer-centric decision-making.
- Served as Process Excellence Ambassador, driving continuous improvement initiatives.
- Completed Lean Six Sigma Yellow Belt training, equipping me with expertise in process optimization and waste reduction methodologies.

Customer Insights Officer

Workforce Group • Lagos

06/2024 - 07/2025

- Developed and implemented customer insights strategies to inform business decisions.
- Analyzed customer data to identify trends and patterns, providing actionable insights to stakeholders using tools such as Excel, Tableau, Power BI, and statistical analysis software (e.g., R, Python).
- Improved processes and created automated tools to enhance efficiency and accuracy.
- Collaborated with cross-functional teams to integrate customer insights into business operations.

Analyst, Customer Insights

New Globe Education Services Limited • Lagos, Nigeria

04/2023 - 05/2024

- Spearheaded the execution and analysis of 4+ targeted customer surveys per term, employing Microsoft Office and Google Sheets to assess satisfaction levels and inform data-driven decisions.
- Crafted comprehensive reports utilizing Microsoft Office and Power BI, delivering actionable insights to guide management's strategic planning.
- Developed interactive, user-friendly dashboards for efficient data visualization and analysis, enhancing accessibility to critical information.
- Adeptly managed diverse teams of enumerators on a project-by-project basis, ensuring precise data collection leveraging Microsoft Office and SQL.

Product Analyst

Concierge LLC • Atlanta, GA

09/2022 - 02/2023

- Remote work
- Leveraged advanced analytical techniques, including IBM SPSS, to conduct in-depth research, identifying 15 high-performing products that drove increased revenue and profitability.
- Strategically created and managed social media advertising campaigns, generating over 10,000 views and enhancing brand visibility through compelling content creation using Microsoft Office.
- Spearheaded store content and layout initiatives, optimizing the user experience and elevating the brand image through the effective utilization of Microsoft Office and CMSs.

Consultant

Beracha Agro Farm • Ogun, Nigeria

09/2019 - 02/2022

- Conducted root cause analysis of deviations, developed action plans, and implemented resolutions to improve operational efficiency.
- Optimized workforce schedules and break assignments, ensuring optimal resource utilization and meeting daily staffing requirements.
- Prepared and analyzed daily efficiency reports, providing actionable insights to farm management.

Education

HND, AGRICULTURAL EXTENSION AND MANAGEMENT

Federal College of Forestry, Jos

01/2019

ND, AGRICULTURAL ENGINEERING TECHNOLOGY

Federal College of Forestry Mechanization, Kaduna

01/2011

Certifications

- Google Data Analytics Certificate: https://www.credly.com/badges/e17e07ea-c4c3-46a6-880d-36266766a91d?source=linked_in_profile
- Udacity Data Analyst Nanodegree: confirm.udacity.com/4WRDNPVK

Publications

- Okeke-Agulu, K.I., & Ojeifo, G.M. (2019). Effect of Food Price Volatility on Household Food Security in Jos- North Local Government Area of Plateau State, Nigeria.
- Assessment of Savings Pattern among Irish Potato Farmers in Bokkos Local Government Area of Plateau State, Nigeria. Selzing, P.M., Vihi S.K., Tanko, P.K., Bassey, E.A., Ochelle, B. and Gabriel, M.O

Social/Volunteer Work

President

NYSC SDG Community Development Service, Taraku, Benue, Nigeria (01/10/2020 – 01/02/2021)

- Led the Community Development Service branch focused on Sustainable development goals
- Sensitized the host community on health and social issues Organized the provision of educational materials to schools in the host community
- Oversaw the provision of face masks to schools in the host community

President

Fellowship of Christian Students, Federal College of Forestry, Jos, Nigeria (01/01/2018 – 01/01/2019)

- Organized and oversaw the operations and programs of the student fellowship.
- Collaborated with other fellowships and student bodies in promoting a peaceful campus community.

Skills

Research Design, Data Analysis, Technical Writing, Data Visualization, SQL, Tableau, Power BI, Stata, Minitab, Spreadsheets, Python, R, WordPress, Software troubleshooting, Communication skills, Analysis skills, Maintenance, Project Management, Communications, Reporting