

MERCY NWACHUKWU

Data & Business Analyst

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Education

Coventry University

Coventry, UK

M.S.c in Data Science (Distinction)

2023 - 2024

- Relevant courses: Programming for Data Science, Statistical modelling, Big Data: Statistical Scalability with PySpark, Machine Learning
- Thesis: An AI Approach to Anomaly Detection and Predictive Maintenance of Railway Tracks

University of Abuja

Abuja, NG

B. A History

2011 - 2015

Experience

HDR

Remote

Data Analyst

11/2023 - Present

- Developed and optimized geospatial data analysis for transportation projects at HDR Inc., utilizing GIS software (ArcGIS, QGIS) and Python libraries (GeoPandas) to create precise travel demand models and perform spatial analytics
- Engineered and maintained ETL pipelines for spatial data, significantly enhancing data processing efficiency and storage capabilities, which improved project workflows and data accessibility across teams
- Designed and implemented Tableau dashboards to integrate analyses of traffic congestion and environmental impacts, improving project delivery rate by 40% and reducing client escalations by 15%
- Analysed and optimised data to improve resource allocation and operational efficiency using Python, and SQL within HDR Inc.'s diverse project portfolio

TSYS

Coventry, UK

Customer Service Representative (Card Dispute Analyst)

02/2023 - Present

- Handled Visa chargeback/reversal processing in the VROL system, handling 3+ dispute codes across multiple clients' systems
- Analysed cardholder and merchant transactions with meticulous attention to detail to confirm compliance with regulations, organizing supporting documentation and steering arbitration proceedings
- Executed credit/debit adjustments on accounts following arbitration outcomes. Maintaining financial accuracy and compliance with regulatory standards
- Optimized workflow efficiency by managing and prioritizing 100 assignments weekly. Conducted risk assessment & trends spotting analysis and created report to improve the dispute process reducing customer complaints by 62%

Licorne Technologies

Abuja, NG

Product Manager

01/2020 - 12/2022

- Led teams, established a Notion PRD hub, and developed products such as Cenos.io, Adialaway.com, dillali.ng and Smallchops.ng, driving product strategy and execution
- Enhanced efficiency by 30% by streamlining development processes with Jira and Kanban for feature prioritization
- Directed UX/UI revamps across customer-facing apps and websites. Implemented customer journey analysis, utilizing A/B testing and cohort analytics to enhance user experiences. Resulting in improved customer journey flows and engagement across platforms

Software Developer

05/2018 - 12/2019

- Developed server-side logic in PHP and Laravel. Implementing caching mechanisms, database design, optimising database queries, and applying API rate limiting to enhance response times and user experience while reducing server load
- Integrated various third-party payment APIs such as Pystack, Flutterwave, PayPal, and Stripe into multiple projects. Created scalable & secure RESTful APIs for seamless data exchange and payment processing
- Optimised SQL schemas by incorporating Laravel's Eloquent ORM with techniques like indexing, eager loading, and caching to improve data retrieval efficiency

Interswitch Group

Lagos, NG

Business Analyst

09/2016 - 04/2018

- Enhanced operational insights and efficiency by developing and optimizing Tableau dashboards for real-time KPI tracking, impacting metrics like Fraud Rate, User Retention, Payment Success, and Transaction Time
- Led the development business cases and product papers with tools like Jira, streamlining development workflows. Uniting Data Science and Engineering teams, cut time-to-market by 25%, and aligned technical specifications with market needs and business objectives

Skills

Core Skills: Data Analysis and wrangling • Machine Learning • Data Visualisation and Reporting • Geospatial analysis • Database management

Technologies: Python • SQL • ArcGIS • Tableau • PowerBI • AWS • Google cloud platform • Azure Data Lake • Azure Data Warehouse

Training / Courses

Data Engineering — Udacity Nanodegree

Data Science Professional — Data Camp