

MERCY NWACHUKWU

Data Scientist | Data Analyst | Business Analyst

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Summary

Data scientist, data analyst, and business analyst professional with a background in developing and optimizing data visualizations and databases to drive operational efficiency and strategic decision-making. Skilled in data analysis, machine learning, data visualization, and cloud computing. Using tools like Power BI, Tableau, Python, SQL, & Excel. Experienced in predictive analytics, optimizing workflow processes, leading product development teams, and customer relationship management. Eager to leverage skills in data analysis, visualization, and database management to support business growth and development.

Education

Coventry University	Coventry, UK
M.S.c in Data Science (Distinction)	2023 - 2024
University of Abuja	Abuja, NG
B. A History	2011 - 2015

Experience

HDR	Remote
Data Analyst	11/2023 - Present
<ul style="list-style-type: none">Increased operational efficiency by 15% at HDR Inc., optimizing resource allocation across diverse projects using SQL and PythonImplemented Tableau dashboards, improving project delivery timeliness by 40% and reducing client escalations by 15%Analysed and optimised data to improve resource allocation and operational efficiency using SQL, Python, and R within HDR Inc.'s diverse project portfolio	
TSYS	Coventry, UK
Customer Service Representative (Dispute Analyst)	02/2023 - Present
<ul style="list-style-type: none">Handled Visa chargeback/reversal processing in the VROL system, handling 3+ dispute codes across multiple clients' systemsAnalysed cardholder and merchant transactions with meticulous attention to detail to confirm compliance with regulations, organizing supporting documentation and steering arbitration proceedingsExecuted credit/debit adjustments on accounts following arbitration outcomes. Maintaining financial accuracy and compliance with regulatory standardsOptimized workflow efficiency by managing and prioritizing 100 assignments weekly, segmenting by complexity	
Licorne Technologies	Abuja, NG
Product Manager	01/2020 - 12/2022
<ul style="list-style-type: none">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 executionEnhanced efficiency by 30% by streamlining development processes with Jira and Kanban for feature prioritizationIncreased user satisfaction by directing UX/UI revamps across customer-facing apps and websites, utilizing A/B testing and cohort analytics	
Software Developer	05/2018 - 12/2019
<ul style="list-style-type: none">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 loadIntegrated various third-party payment APIs such as Paystack, Flutterwave, PayPal, and Stripe into multiple projects. Created scalable & secure RESTful APIs for seamless data exchange and payment processingOptimised 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
<ul style="list-style-type: none">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 TimeLed data product initiatives, integrating Agile methodologies and advanced algorithms to craft a business architecture and product suite, including customer segmentation tools and credit scoring models. This resulted in a 20% surge in customer satisfaction and a 15% revenue boost in key segments within the first yearLed 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 Visualization and storytelling • Cloud computing • Database management

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

Training / Courses

Data Engineering — Udacity Nanodegree

Data Science Professional — Data Camp