
ODUNLAMI ZAINAB

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PROFESSIONAL SUMMARY

A detail-oriented Business and Data Analyst with an MBA and a strong background in Finance and Accounting. Experienced in data analysis and digital transformation, with expertise in using Knime and Excel to drive business insights and improve operational efficiency. Passionate about leveraging technology to streamline processes and deliver actionable results.

SKILLS

- Excel & Office Suite: Advanced in Excel, PowerPoint, and Word for data analysis and reporting.
- Data Analysis: Proficient in KNIME, SPSS for data manipulation.
- Business Analysis: Skilled in identifying needs and delivering actionable solutions.
- Communication: Effective in presenting complex data to diverse audiences.
- Critical Thinking: Skilled in solving problems and making informed decisions.
- Teamwork: Collaborative in achieving group objectives.

WORK HISTORY

Customer Service Sales Representative, 07/2017 - 08/2018

Ibukunoluwa Store— Ogun State, Nigeria

- Provided exceptional customer service by addressing inquiries and resolving issues for wholesale clients, ensuring timely order fulfillment and increasing customer satisfaction
- Collaborated with the sales team to upsell bulk products, including soft drinks and wine, leading to a 15% increase in revenue from repeat customers
- Managed a high volume of customer calls and inquiries, offering detailed product information, pricing, and availability for bulk orders
- Developed strong relationships with key accounts, tailoring solutions to meet their specific business needs and improving customer loyalty
- Assisted in logistics coordination, ensuring smooth product delivery and optimizing inventory management for bulk sales

EDUCATION

MBA: General Management, 10/2025

Multimedia University – Cyberjaya, Malaysia

Bachelor of Accounting and Finance: Accounting and Finance, 05/2021

SEGi College Kuala Lumpur – Kuala Lumpur, Malaysia

CERTIFICATIONS

KNIME

REFERENCES

Emmanuel Olalekan Olagunju (Mr)

Client Associate

Collabera Inc.

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Akinmolayan Anne

CEO

Ibukunoluwa Store

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