

GABRIEL OKONOBO

Location: Lagos, Nigeria | Phone: +2349019545521 | Email: gabrielokonobo@gmail.com | Portfolio: [Link to my portfolio](#)

Summary

Data Analyst skilled in data querying, data visualization, and statistical analysis. Proven track record of improving **operational efficiency and customer satisfaction** through data-driven insights, achieving an estimated **20% boost in customer satisfaction** and a **10% reduction in resolution time**.

Skills and Technologies

Skills: Data Querying and Manipulation, Data Modelling, Statistical Analysis, Data Visualization, Predictive Modelling (Linear Regression), Fraud Analysis

Tools: SQL, Microsoft Excel, Power BI, Google Sheets, SPSS, Word, PowerPoint

Work Experience

Payment Operations and Data Associate – Branch International – San Francisco, California January 2024 - Present

- **Approve or reject transactions** based on **comprehensive fraud detection analysis**, ensuring compliance with security protocols. Improved transaction approval times **by 15%**, significantly improving operational efficiency.
- **Monitor and report fraudulent customer behavior**, escalating suspicious activity to the appropriate teams for further investigation.
- **Handle over 30 escalated payment issues daily** from the Customer Service team, ensuring **swift resolutions and consistently maintaining high customer satisfaction**.
- **Perform reconciliation for 5000+ payments and transaction records** across multiple platforms (Paga, Baxibap), ensuring accuracy and timely settlement.

Product Data Analyst – Lendsqr – Lekki, Lagos January 2023 - May 2023

- Utilized **Metabase SQL queries** and **Amazon Cloudwatch** to analyze 50+ customer issues monthly, identifying root causes that led to an estimated **10% reduction in resolution time**.
- Collected and analyzed **30% of all customer interactions**, leading to the development of a Chatbot (on FreshChat) that responded **to the top 30 customer inquiries**, improving customer response time **by an estimated 30 minutes**.
- Collaborated with cross-functional teams (**Engineering, Product Management, and Growth**) to resolve **customer issues and improve** overall customer satisfaction.

Projects

[Transportation Management System \(DBMS\)](#) – Personal Project – Lagos, Nigeria February 2024

- Designed and implemented a Vehicle Management System using **SQL** to **manage vehicles, drivers, routes, and maintenance logs** for a transportation company.
- Created a **relational database schema** and **tables** to organize large transport data efficiently.
- Developed **SQL queries** to add new vehicles, assign drivers, schedule maintenance, and generate reports.

[Sales and Inventory Dashboard](#) – Virtual Client's Project – Lagos, Nigeria November 2023

- Created a **dashboard** with **Excel VBA** to help the client effectively record and monitor sales, purchases, and stock count.
- **Transformed and processed** client's sales, purchase, and stock count data using Excel to ensure data completeness and validity.
- Provided **technical insights** on how the client can fully utilize their data by introducing **Excel**.
- Consulted with the client to determine the best **business metrics** to be displayed on the final product.

Education

Bachelor of Science – Covenant University – Ogun State, Nigeria

August 2018 - December 2022

Major: Accounting