

DR. IDORENYIN JOHN

Data Analyst

+2347032277786 @ idorenyin.u.john@gmail.com <https://www.linkedin.com/in/dr-idorenyin-john>
Nigeria



PROJECT

Sales Trend Data Analysis

Brief Summary of Project

- Developed an interactive dashboard to visualize sales trends for a superstore, over a period of four(4) years, identifying product sub-categories and regions contributing to highest or lowest sales.

Tools:

- Microsoft Excel
- Power Bi

Insights:

- Discovered that phones and copiers contributed to the most sales and profit while storage facilities contributed the least to these (about 9% and 7% respectively).
- Central and Southern regions made the most sales and profit while Canada and the Caribbean region performed the least in this regard.

Recommendations:

- Recommended promotions of sales of phones and copiers in the Caribbean region and Canada to drive more sales and profit.
- Proposed the sponsorship of sales representative in the underperforming to the stores in the top performing regions to gain hands-on experience.
- Proposed the repositioning of storage products in the stores, close to phones and copiers to allow for better view and drive more sales.

Call Centre Data Analysis

Brief Summary of Project

- Analysed a Call Centre Data for a period of 3 months identifying callers' most popular requests and high performing call centre representatives.

Tools:

- Microsoft Excel
- Power Bi

Insights:

- The Call Centre had a total call of 5000 and 946 of these were missed (about 18%).
- Most of the callers had technical or payment-related issues.
- About 17% of clients issues were unresolved.
- Joe and Stewart had the least number of unresolved issues while Diane and Jim were the least performing agents.
- Average speed of answer was 67.52 Secs.

Recommendations:

- Recommended peer to peer mentorships between high performing and low performing agents.
- Recommended the provision of automated responses to resolve common issues without having to speak with a customer care representative.

PROFESSIONAL SUMMARY

Data analyst with a healthcare background and strong foundation in data cleaning, analysis and visualization. Proficient in the use of Excel and Power Bi in generating actionable insights from data sets through personal projects. Eager to my advance my knowledge and skills through this internship program, while advancing DataVerse Africa's organizational goals.

TECHNICAL SKILLS

- Expertise in Microsoft Excel
- Strong understanding of Power Bi for Data Transformation and Visualization
- Basic Knowledge of SQL for Data Modelling and Querying

SOFT SKILLS

- Stakeholder Engagement
- Critical Thinking
- Excellent Presentation Skills
- Leadership skill
- Good problem solving skill
- Time management skill

EDUCATION AND TRAINING

Bachelor of Medicine , Bachelor of Surgery

University of Uyo

2012 - 2018 Nigeria

- Medicine and Surgery
- Akwa Ibom, Nigeria

Certification in Data Analysis

Zion Tech Hub

09/2024 - 01/2025 Nigeria

- Data Analysis (Excel, Power Bi, SQL)
- Nigeria