### Stephanie, Ekenna

285, Lincoln Place, APT 3B ♦ Brooklyn, NY, 11238

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#### SUMMARY

* Expert data analysis and reporting skills using Excel, SQL, R and Python
* Excellent verbal and written communication skills
* Proven ability to coordinate and manage multiple projects and achieve successful completion
* Track record of providing excellent customer support
* Extensive knowledge of economics, corporate banking, and customer relationship management

#### Technical skills

**Data Analysis / Reporting:** Excel, SQL, Visio, MS Office (Advanced), Data Mining

**Data Bases:** Relational, No SQL, Entity Relationship Diagram

**Scripting Languages:** R, Python, VBA

#### course work

R: Using quantitative, graphical analysis, cumulative analysis skills to extract data from WHO database.

SQL: Extracted the sales of an organization by department showing NULL values.

#### EDUCATION

**Grand canyon University 2017 Apr - present**

**Master of Science (MS) in Business Analytics**

**Covenant University 2009 Sep - 2007 Jul**

**Bachelor of Science (BS) in Economics**

**2nd best private higher institution in Nigeria with a competitive selective process.**

Focus on econometrics and quantitative data analysis

#### EXPERIENCE

**CITI Bank,** New York, NY **2015 Oct. -2017 Dec.**

**Teller**

* Consistently provide excellent customer service by building relationships and enthusiastically assisting customers resulting in high net promoters scores (NPS)
* Kept daily operations in compliance with company policy and procedure
* Led branch’s digital team
* Exceeded monthly goals every time
* Quickly learned new products and services

**INSTITUTE FOR CAREER DEVELOPMENT 2015 July- 2015 Oct.**

**Support Staff (Intern)**

* Helped clients apply for job postings and sent out their resume, made necessary adjustments to documents, utilized necessary office machines which including daily faxing