

# **PROGRESS SAINT-EAIGWU**

**chielaigwu@gmail.com**

## **Data Analyst**

**07867601711, United Kingdom**

Experienced professional excelling in extracting valuable insights from complex datasets, data analysis, budgeting, strategic marketing, and administration. Proficient in data visualization, statistical analysis, and data-driven decision-making to enhance business growth through strategic data solutions. Skilled in SQL, Excel, Tableau, and data manipulation tools for cleaning, transforming, and analysing large datasets to deliver meaningful reports and visualizations to stakeholders. Demonstrates strong communication, analytical prowess, and problem-solving abilities that foster innovation and optimize business processes. Capable of effectively presenting technical concepts to non-technical audiences, bridging the gap between data insights and actionable business strategies.

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## **CORE TOOLS**

- Tableau
  - MS Excel
  - MS Word
  - SQL
  - Python
  - MS PowerPoint
  - R
  - Power BI
  - Google Workspace
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## **CORE SKILLS**

- Data Filtering
  - Data Visualisation
  - Quality Assurance
  - Data Entry & Analysis
  - Change Management
  - ETL Processes
  - Business Analysis
  - Business Intelligence
  - Project Management
  - Stakeholder Management
  - Needs Assessment
  - Time Management
  - Dashboard Building
  - Process Improvement
  - Business Development
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## **PROFESSIONAL EXPERIENCE**

### **Data Analyst | BrandcoLtd**

**2023– Present**

- Successfully completed Branco Ltd clients' Data projects across Marketing, Finance, Technology, and Banking industries and increased their productivity and profitability by 15% through data insights provided.
- Utilise advanced data analysis techniques to extract valuable insights from various data sources, leading to a 30% improvement in identifying trends and patterns.
- Help build and manage data pipelines across the business to make sure that business stakeholders get the information and data they need on time to meet their analytical and operational needs.
- Design and maintain efficient data models and databases, resulting in a 20% reduction in data processing time and improved accuracy in generating reports and dashboards.
- Develop comprehensive reports and visually appealing interactive dashboards, infographics, and charts to effectively communicate findings to diverse stakeholders, leading to a 20% improvement in stakeholder understanding.

### **Customer Engagement Analyst | Keystone Bank Ltd**

**2018 – 2022**

- Promptly and accurately address customer complaints, achieving a 15% increase in prompt resolution and enhancing overall customer satisfaction.
- Implement strategies that decrease customer response time by 20%, ensuring prompt and effective resolution of customer inquiries and issues.
- Analyse customer feedback data to identify areas for improvement and implement strategies that increase customer satisfaction by 15% through proactive problem-solving and personalised service.
- Identify and implement data-driven solutions that streamline operations and reduce costs by 10%, leveraging business intelligence insights to drive process improvements across the customer service department.

### **Data Analyst(E-Business) | Keystone Bank Ltd**

**2016– 2018**

- Developed comprehensive reports and dashboards that monitored key performance indicators, tracked financial metrics, and provided timely insights to stakeholders, resulting in a 30% improvement in reporting accuracy and efficiency.
- Manipulated, analysed, and interpreted complex data sets relating to the e-business space, identified patterns, and developed actionable insights, resulting in a 25% improvement in data-driven decision-making.
- Generated reports on a periodic basis (Weekly, Monthly, Quarterly and Yearly) for internal and external audiences using business analytics reporting tools like Excel and Power BI
- Designed and developed performance monitoring dashboards and visualisations for multiple stakeholders.
- Worked with internal stakeholders to understand business objectives and develop value-added reporting and provide ad hoc data extracts and analysis.
- Provided bank-wide trainings on data modelling & data analysis with Excel pivot tables for reporting.

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## DATA PROJECTS

### Funnel Analysis

Successfully cleaned, analysed, and generated an insightful funnel analysis report for a ride-sharing organization utilizing MS Excel, Tableau, and SQL. Conducted in-depth analysis of the funnel performance, highlighting the drop-off rates from the download stage to payment and review stages. Visualized the report using Tableau and delivered actionable recommendations based on the findings, leading to significant improvements in the conversion funnel efficiency.

### A/B testing

Conducted A/B testing for an E-commerce company aiming to introduce a new feature on their mobile app by randomly assigning customers to control or test groups. My role involved extracting user-level aggregated data sets using SQL, analysing the outcomes in Excel, visualizing the data in Tableau, and presenting the insights to stakeholders for informed decision-making. The A/B test revealed a notable increase in revenue associated with the implementation of the new interface.

### Loan Eligibility Prediction Using Machine Learning Models

Successfully evaluated the models' capacity to predict loan eligibility through rigorous training, validation, and evaluation procedures. Their efficacy was evaluated using a variety of performance criteria including accuracy, precision, recall, and F1-score. This goal has been accomplished by the provision of a thorough evaluation of the performance indicators of the models and their potential to improve eligibility using several eligibility criteria. The study also compared the performance of various machine learning algorithms and identified XGBoost as the best model for loan prediction with an accuracy of 84%.

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## KEY ACHIEVEMENTS

- Monitored and recommended improvements in data management, data visualisation, data quality rules, and analytics techniques for business.
- Developed and implemented successful data analysis projects that provided valuable insights to the business that led to an increase in efficiency, cost savings, and revenue growth for the organisation.
- Partnered with cross-functional teams and business stakeholders to identify issues and implement business process improvement and enhanced overall data quality by 25%
- Achieved an increase of 20% in data processing time, improved reporting dashboards, and completed several data mining, extraction, analysis, and visualisation projects for practical business solutions.

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## EDUCATION

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| • <b>MSc. Data Analytics and Technologies</b><br>University of Bolton, United Kingdom | <b>2023</b> |
| • <b>Bachelor's Degree in Economics</b><br>Nasarawa State University                  | <b>2012</b> |
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## CERTIFICATION

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| • <b>Data Analysis and Business Intelligence Analysis Bootcamp</b><br>Masterschool | <b>2023</b> |
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