Ebere Ezenwaka

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SUMMARY

As an experienced professional specialising in Data Analysis, Machine Learning, and Natural Language Processing, I leverage technologies such as Python, R, and SQL to drive innovation within the technology sector. My goal is to contribute to impactful data-driven solutions and products, optimise the use of data, and promote a culture of continuous learning and development. Committed to excellence, I seek to apply my expertise in data-centric roles to foster efficiency and continuous technological advancement.

EXPERIENCE

Data & Insights Analyst
Roche Products | Strategic Workforce Planning - Data, Tech & Skills   October 2023 - Present, Welwyn Garden City

- **Automated Workforce Analysis:** Utilised Python to automate previously manual workforce analysis tasks conducted in Google Sheets, resulting in a more efficient, reliable, and reusable framework. Improved speed and accuracy of analysis.
- **Technical Analysis & Reporting:** Conducted in-depth analysis of Digital & Technology trends, skills, and talent locations using insights from HR analytics partners. Presented findings to stakeholders, enhancing strategic decision-making processes.
- **Data Reliability Exercise:** Currently involved in a data reliability exercise to ensure accuracy and structured storage of sensitive data, adhering to industry-specific regulations and company policies on data privacy.
- **Professional Development:** Enhanced proficiency in Python for data automation and analysis. Developed analytical skills in interpreting complex data sets and generating actionable insights. Strengthened presentation and communication abilities through stakeholder engagement.
- **Future Goals:** Committed to contributing to Roche's strategic goals by leveraging technical and analytical skills to drive forward initiatives within the Strategic Workforce Plannings team. Aspiring to continue learning and further develop expertise in advanced data analysis and strategic workforce planning.

Student Ambassador
The Manchester Metropolitan University   January 2023 - Present, Manchester, UK

- Acted as a key representative of the university, facilitating communication between the administration and students, and promoting university programs and resources for a better learning experience and outcome for students.
- Successfully enhanced prospective students' understanding of campus life, by providing and sharing an acute knowledge of the university's programmes and facilities, contributing to increased enrolment.

Data Scientist
Autotrader (Partnership with MMU)   September 2022 - May 2023, Manchester, UK

- Developed and implemented a machine learning pipeline for predicting car prices, improving the accuracy of predictions by 25% using developed model.
- Conducted comprehensive data analysis and preprocessing, including data cleaning, transformation, and feature engineering to prepare data for modelling.
- Utilised various machine learning algorithms such as linear regression, decision trees, and random forest for various model building.
- Optimised models using industry standard techniques such as grid search and cross-validation, enhancing model performance.
- Collaborated with a data engineering team to deploy models into production, for more efficient and accurate variable estimations.
- Monitored and maintained the model to ensure optimal performance and accuracy, ensuring neccessaryy adjustments and updates are made as required.
- Presented model outcomes to stakeholders; industry and academic, providing actionable insights to inform business strategies and decisions.

Client Support Analyst (e-Commerce channel)
FedEx   November 2021 - September 2022, Lagos, Nigeria

- Surpassed performance targets by resolving 50% of support tickets weekly, leading to improved customer experience and satisfaction.
- Enhanced customer service efficiency by training a team of 5, on Helpdesk usage, resulting in a 40% increase in service levels and a 12% reduction in dropped call rates.
- Developed and maintained various comprehensive knowledge base documentation, streamlining departmental procedures and providing additional on demand support for customers.

Sensory Research intern
Nigerian Breweries (a Heineken Company)   January 2017 - December 2017, Nigeria

- Conducted sensory evaluation and analysis of beer, cider and soft drinks, adhering to industry best practices and contributing to an enhanced product development.

· Trained management and executive staff on sensory evaluation techniques, created training materials and ensured proper documentation and weekly results reporting, leading to an overall 100% success rate for the training program.

EDUCATION

Masters in Artificial Intelligence
The Manchester Metropolitan University, United Kingdom · United Kingdom · 2022

CERTIFICATIONS

Certificate In IT
British Computer Society · 2022
· Certified in Computing Basics

INVOLVEMENT

Student Ambassador
Manchester, UK · The Manchester Metropolitan University · February 2023– Present

SKILLS

Technical Skills: Excel, Python, Prolog, R, C#, PowerBI, Tableau, Looker, Google Suites Applications, Data Analysis & Exploration, Machine Learning, Deep Learning & Natural Language Processing.

Soft Skills: Communication, Presentation, Business acumen, Product Understanding, Adaptability, Critical Thinking, Logical Reasoning, Team work and Collaboration.