

EMMANUEL NWABUDIKE

Bradford

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My strong Mathematical and Statistical background have made me understand how important data has become in many areas of business. I have been able to use large datasets to gain actionable, profound and valuable insights that have helped the business space grow. My ability to communicate highly technical information, while being empathetic in my approach has helped me stand out amongst many in using data analytics to identify and solve problems.

Willing to relocate to: Leeds - Manchester - Bradford

Work Experience

Data Analytics And Reporting

Sterling Bank Plc

June 2018 to February 2022

Analysis Of staff productivity and performance using excel sheets, while also identifying areas of improvement. Driving performance by 79%, while also creating a games room for more interactive sessions and team building.

Analysis Of large volumes of datasets from various channels to identify trends in complaints, product performance and customer insights which helped drive customer engagement and retention by 85%.

Design Of Daily reporting datasets from CRM and calls using SQL and excel to help improve complaints resolution times by 76% and also visualise data for easier understanding by Executive teams.

Product analysis using data retrieved from outbound campaigns and call metrics. The data was analysed using Excel and Online Microsoft spreadsheets that helped gain insights into product lapses, and this helped improve product performance by 82%

Cleaning and assembling of CRM data for Fraud and SLA cases, to help track rate of response, resolution and Fraud cases. Using Excel, I was able to bring down the rate of resolved cases by 63%, while also meeting SLA requirements by 88%.

Customer Experience Specialist

Globacom Nigeria

September 2013 to May 2018

Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.

Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.

Served as point of escalation for complex customer issues, capturing

timely resolution to drive client retention.
Promoted company products using approved techniques,
increasing revenue and exceeding performance expectations.

Education

Master of Science in Applied Artificial Intelligence and Data Analytics

University Of Bradford - Bradford

January 2022 to July 2023

Bachelor of Science in Mathematics and Statistics

University Of Lagos - Reading

August 2007 to October 2011

Skills

- Power BI CRM
SQL Data Analysis
Python Data extraction
Microsoft Tools Data collection and analysis
Excel Business analysis
Mastercard Card
Management
- Microsoft Excel
- SQL
- Microsoft Office
- Microsoft Powerpoint