

REGINA DERI

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PERSONAL PROFILE

GIS and Remote Sensing Specialist with an MSc in Satellite Data Science, skilled in geospatial analysis, remote sensing, and environmental applications. Competent in using GIS software such as ArcGIS Pro, QGIS, ArcGIS Online, ERDAS, and Python to derive actionable insights from geospatial data. A detail-oriented problem solver, passionate about leveraging GIS technologies to deliver innovative, data-driven solutions.

RELEVANT SKILLS

Geospatial Data Analysis and GIS skills

- Applied GIS tools, machine learning, and remote sensing techniques in my MSc dissertation, which involved analysing satellite imagery and geospatial data to monitor environmental changes.

Communication and presentation skills

- Addressed customer issues reported through calls and emails, ensuring excellent customer service and delivering tailored solutions to improve satisfaction and retention.
- Presented detailed MSc thesis (15,000 words) and delivered presentations for degree assessments.
- Skilled in conveying complex technical concepts to non-technical audiences effectively.

Organisation and Project Management skills

- Organised and led the data analysis phase of a team project during my internship at PAWA Initiative, coordinating data collection and task assignments to ensure timely completion.
- Achieved a 30% reduction in average response time by efficiently managing customer requests, tracking issue resolutions, and delivering timely reports as a Technical Support Engineer.

Team Collaboration

- Collaborated with network engineers to address and resolve technical issues.

WORK EXPERIENCE

Layer3

Abuja, Nigeria

Technical Support Engineer

Mar 2022 – July 2023

- Provided data-driven technical support, troubleshooting, and resolving high volumes of customer requests efficiently, which led to a 30% reduction in average response time and an 85% customer satisfaction rate.
- Managed and maintained customer records using CRM software, ensuring high data accuracy, organisation, and alignment with company standards.
- Collaborated with a team of engineers to manage complex configurations, contributing to a 20% improvement in network efficiency by identifying and resolving underlying issues.
- Analysed and interpreted network performance data, identifying trends and optimising configurations.
- Participated in biweekly stakeholder meetings, communicating insights and recommendations to board members.

PAWA Initiative

Abuja, Nigeria

Data Analysis Intern

Sept – Nov 2022

- Analysed demographic data to support decision-making for social impact projects, leveraging skills in data storage, querying, and visualisation.
- Conducted data cleaning and transformation using Excel and SQL, ensuring data accuracy and

EDUCATION

University of Leicester

Leicester, UK

MSc Satellite Data Science (*Distinction*)

Sept 2023-Oct 2024

- **Relevant modules:** GIS, Remote Sensing, Geospatial Data Analytics, Satellite Data Analysis
- **Dissertation:** *Mapping and Monitoring Landfill Dynamics in Lagos: A Satellite-Based Approach*
 - Analysed high-resolution satellite data (Sentinel-2, Landsat 8) to identify and monitor changes in landfill sites over time. Applied advanced image processing techniques such as classification, change detection, and spatial analysis using ArcGIS Pro, QGIS and ERDAS IMAGINE.

University of Mkar

Benue, Nigeria

BSc Computer Science (*1st Class Hons*)

Sept 2017-Oct 2021

- **Relevant modules:** Data Structures, Algorithms, Database Management and Design
- **Dissertation:** *University Staff Leave Management System*
 - Developed a comprehensive leave management system for university staff, incorporating SQL for database management and HTML and CSS for the application interface. The system streamlined leave tracking and reporting, reducing administrative workload and improving process efficiency.

AWARDS AND ACHIEVEMENT

Commonwealth Shared Scholarship

Sept 2023 – Sept 2024

- Selected from a competitive pool of candidates across 54 Commonwealth countries for a fully funded scholarship valued at approximately £40,000 to pursue an MSc in Satellite Data Science at the University of Leicester, UK.

Best Graduating Student

Sept 2017 - Oct 2021

University of Mkar, Department of Mathematics and Computer Science

- Honoured as the top student in the Department of Mathematics and Computer Science, demonstrating exceptional academic performance and commitment to excellence throughout my undergraduate studies.

LEADERSHIP AND VOLUNTEERING EXPERIENCE

Leicester City Council

May 2024 – Present

Environmental Volunteer

- Conducted litter-picking individually and as part of a volunteer team across various public spaces in Leicester, enhancing the cleanliness and appeal of parks, streets, and communal areas.

University of Mkar Student Executive Council

Sept 2020 – Oct 2021

Assistant General Secretary

- Coordinated student council meetings, prepared agendas, and documented meeting outcomes.
- Organised and managed events, collaborating with other council members to enhance student engagement and foster a supportive campus environment. Solving any issues that arise by advocating on behalf of the student body.

TECHNICAL SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Experienced with GIS tools, including ArcGIS Pro, ArcGIS Pro Online, QGIS, ERDAS IMAGINE, and ENVI
- Skilled in programming languages: Python and R