

SUSAN DANIA

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Results-driven Data Scientist and former banking operations leader with over a decade of experience driving data-informed decision-making, process automation, and customer experience enhancement. Adept at designing and deploying machine learning models, building cloud-based data infrastructures, and creating impactful dashboards using PostgreSQL, Scikit-Learn, TensorFlow, and Tableau. Proven track record in optimizing complex financial workflows, supervising high-performing teams, and implementing enterprise systems such as Finacle, Oracle EBS, and Microsoft Dynamics 365. Recognized for improving forecasting accuracy, streamlining processes through automation, and ensuring regulatory compliance in high-stakes environments.

TECHNICAL SKILLS

- **Programming Languages (Python)**
- **Software:** Tableau, Microsoft Power BI, DAX, cloud computing seaborn
- **Operating Systems:** Microsoft Window server(Machine Learning: Scikit-learn, TensorFlow, PyTorch)
- **Database:** Microsoft Structured Query Language (SQL), PostgreSQL
- **Microsoft Office tools (Excel, Ms Word, PowerPoint) and Google suits (Doc, Sheet, Slides) Collaborative Tools (Slack, Team viewer, Zoom)**

CORE COMPETENCIES

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|------------------------|-----------------------------------|-----------------------------|
| • Statistical Modeling | • Exploratory Data Analysis (EDA) | • Reporting & Dashboards |
| • Machine Learning | • Feature Engineering | • Quality Assurance Testing |
| • Data Mining | • Data Visualization | • Data Storytelling |
| • Predictive Analytics | • Model Deployment | • Cross-Functional Teams |
| • Data Wrangling | • A/B Testing | • Problem-Solving |

PROFESSIONAL EXPERIENCE

Data Scientist

10Alytics - Canada

April 2025 - Present

- Created Tableau dashboards to track key business KPIs, enabling senior leadership to make data-driven decisions and boosting revenue forecasting accuracy by 25%.
- Cleaned, processed, and structured large datasets using PostgreSQL, improving data reliability and eliminating inconsistencies, increasing data accuracy by 99%.
- Engineered machine learning models using TensorFlow and Scikit-Learn, automating trend detection and reducing manual analysis effort by 50%.
- Enhanced company-wide data accessibility by deploying cloud-based data solutions, increasing data availability and improving cross-team collaboration.
- Integrated APIs and external data sources into PostgreSQL databases, enabling real-time data ingestion and improving data freshness by 50%.
- Led cross-functional collaboration between data science, business, and IT teams, ensuring smooth implementation of data-driven initiatives that improved business processes.

Transaction Service Supervisor

Guaranty Trust Bank Ltd, Abuja, Nigeria

January 2019 – October 2023

- Managed all aspects of daily branch operations, supervising a team of 22 operations staff and ensuring efficient workflow.
- Automated and streamlined branch processes using ProcessMaker BPM, increasing process throughput by 30% and significantly reducing manual errors.
- Utilized Oracle E-Business Suite for financial, procurement, and compliance reporting, ensuring accurate and timely branch performance data.
- Improved customer management and retention by resolving over 95% of service requests through Microsoft Dynamics 365 CRM.
- Supervised payment processing via GAPS (GTBank Automated Payment System), facilitating secure and efficient corporate transactions exceeding ₦500 million monthly.
- Oversaw all business transactions through the Finacle core banking system, maintaining full regulatory compliance with 0% fraud occurrence.

Customer Service Supervisor**Guaranty Trust Bank Ltd, Abuja, Nigeria****August 2015 – January 2019**

- Resolved over 98% of customer requests and complaints weekly using Microsoft Dynamics 365 CRM and internal workflow tools, consistently maintaining customer satisfaction scores above 90%.
- Utilized ProcessMaker to coordinate and document customer service escalations and workflow requests, reducing issue resolution time by 30%.
- Supported compliance and anti-money laundering efforts by accurately processing customer information in core banking and ERP systems.
- Collaborated with cross-functional teams to meet and exceed branch performance targets and service delivery goals.
- Monitored team performance metrics, delivered constructive feedback, and implemented improvement strategies to enhance service quality.

ATM Custodian/Vault Custodian/Teller Supervisor**Guaranty Trust Bank Ltd, Abuja, Nigeria****January 2012 – January 2015**

- Facilitated seamless daily branch operations and cash management using Finacle (Basis) and ATM management applications, achieving 99% ATM uptime and ensuring accurate transaction processing.
- Supervised teller operations and enforced strict compliance with Standard Operating Procedures, contributing to operational efficiency and service consistency.
- Maintained comprehensive knowledge of bank products and services, enabling the team to consistently meet service quality and customer satisfaction targets.
- Achieved audit readiness by maintaining detailed and up-to-date records of all financial transactions and cash movements.
- Oversaw cash handling procedures and vault operations, ensuring accountability, safety, and compliance with internal and regulatory standards.

EDUCATION**MBA (Finance) - University Canada West, Vancouver, Canada 2025****Bachelor of Science (BSc), Economics - University of Abuja, Abuja, Nigeria 2010****CERTIFICATIONS****Operations Management School (Leadership-driven service excellence) 2020****Associate Member - The Institute of Chartered Economists of Nigeria (ICEN) 2019**