

Titi Adigun

titimycareer@gmail.com | +13067155038 | Saskatoon, Canada | [linkedin.com/in/titi-adigun](https://www.linkedin.com/in/titi-adigun) | <https://titimycareer.wixsite.com/titiadigun>

Data Analyst with a background in customer service, banking, and administration. Experienced in focusing on the important approaches used to solve issues/problems from a customer's perspective while ensuring company profitability. Skilled in organizing, interpreting, and reporting data. Key projects involved forecasting needs through analyzing past trends, internal movement, and projected growth.

Projects, CareerFoundry

Sept 2022 - Present

Instacart Grocery Basket Analysis project

Jan 2023

- Conducted an analysis for Instacart Grocery Basket, an online grocery store that operates through an app. Instacart already has very good sales, but they want to uncover more information about their sales patterns. The analysis identified that: Saturdays are the busiest day for orders, most orders are ordered between 9.00am & 5.00pm each day, Loyal customers order every 6days and 'Produce' is the most popular department.
 - It was recommended that Instacart run ads in the middle of the week to encourage more orders to be placed. Maybe run ads for products of pets, alcohol, and international products as they are one of the least sales products. Also, Ads can be run from 9.00pm to 6.00am to boost more sales.
- The data was queried, filtered, summarized, cleaned, analyzed, and visualized using Python. The analysis was presented using Excel and PowerPoint.

Preparing for Influenza Season

Nov 2022

- Conducted an analysis for the Medical Staffing Agency to identify which USA States had the most vulnerable influenza population (highest rate of influenza death,) and determined peak influenza seasons to allocate medical staff to states that needed more support. The data used was gathered from year 2009 to 2017.
 - It was determined that the highest priority (based on influenza deaths) were California, New York, Texas, Pennsylvania, Florida, Illinois, Ohio, with winter as the peak period, therefore, more medical staff will be sent to those states during this period.
- Excel was used to query, filter, summarize, clean, and analyze the data, while Tableau was used to visualize the data.

Rockbuster Stealth online video rental service analysis project

Dec 2022

- Conducted an analysis for Rockbuster Stealth LLC who is a movie rental company with stores around the world, now facing stiff competition from streaming services such as Netflix and Amazon Prime. The analysis identified the countries that had the highest sales and movies that contributed the most gain, to launch an online video rental service to stay competitive.
 - It was determined that the top five countries based on sales and lifetime value base are India, China, Japan, Mexico, and United States and the top five movies that contributed the most gain based on revenue generated are Telegraph Voyage, Zorro Ark, Wife Turn, Innocent Usual and Hustler Party.
- The data was queried, filtered, summarized, cleaned, and analyzed using MySQL. The analysis was visualized using Tableau and presented using Excel and PowerPoint.

Howfaar Media enhancement project**July 2022**

- Enhanced video and audio upload media content for users of Howfaar Media, an online global business directory and social networking platform used to promote/ increase businesses presence within the communities.
- It was determined that the options for the enablement of the video and audio should be: Do nothing, Outsource or use In-house host on own web server. A decision was made by the management to outsource based on the cost/benefit analysis which was the cheapest to implement and maintain.

The methodology used was agile, Visio to present the flowchart, while Jira was used to execute the project.

Technical Skills: MySQL, Data visualization, Python, Jira, Visio, Presentations, Google Analytics, Tableau.

Tools: MySQL, Jupyter Notebook, Tableau, Power Point, BRD, Business case, Excel.

Languages: Python, MySQL

Professional Experience**Customer Service Representative, Sutherland Global Services, Canada****Aug 2021 - Present**

- Answer phones and responds to customer requests about products sale and/or services, provide customer with product and service information, also place customer orders in the computer system.
- Document customer notes, reports, and logs while identifying, researching, and resolving customer issues.

Administrative Manager, Miketeetom Enterprise, Nigeria**May 2015 – Mar 2021**

- Supervised and authorized all activities of the branch operations such as stocking of products from regional office, daily inter and intra branch transactions, reconciliation and balancing of general ledger daily and monthly. Performed other office clerical duties and developed a new branch to full potential.
- Liaised with regional head office on branch's monthly report and budget, communicated to management potential danger, attended to customers' difficult queries, and negotiated multiple purchases of products.
- Retrained operations staff monthly to ensure smooth implementation change in new operational policies and ensure process improvement.

Service Manager, Enterprise Bank Ltd, Nigeria**Sep 2011 – Apr 2015**

- Supervised and authorized all activities of the branch operations such as Vault and ATM management, daily inter and intra branch transactions, reconciliation of bank's internal accounts, remitting of tax returns and international transfers to ensure smooth running of branch operations.
- Liaised with regional head office on branch's monthly report and budget, communicated to management potential danger on some transactions and attended to customers' difficult queries.

Education

- **Data Analytics Program**, CareerFoundry **May, 2023**
Intense 9-month data analytics and visualization bootcamp program that focused on Advanced Excel, Python (Pandas), SQL, and Tableau
- **Certificate of Completion Of Business Analysis Training Course** (PDU/CDU 50), Topron Consulting INC **May, 2022**
- **MBA Business Administration**, University of Ilorin, Ilorin, Nigeria
- **B.Sc. Business Administration**, University of Ilorin, Ilorin, Nigeria