Oshawa, L1K 0A1

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647-641-2434

VICTORIA OSARO-IYAMU

DATA ANALYST

PROFESSIONAL SUMMARY

Junior Data Analyst with leveraging advanced skill in SQL, Excel, and R language to drive data-driven decision-making. Demonstrates strong problem-solving and communication skills, enhancing operational efficiency and fostering innovation. Adept at collaborating with teams and delivering actionable insights, committed to advancing data analysis methodologies. 5 years customer service experience, dealing with and assisting clients resolve issues. Skilled at building community support, detail-oriented, active listener, patient, and excellent communication skills. Experienced, energetic, and highly motivated individual with experience in a fast-paced environment.

EMPLOYMENT HISTORY

MAR 2024 - JUN 2024

Human Resource Management Internship, Doris care inc, Toronto

- Coordinated recruitment processes, enhancing candidate experience and reducing hiring time by 15%
- Implemented employee engagement initiatives, resulting in improved staff retention and satisfaction
- Analyzed HR metrics to identify trends, providing actionable insights for management decisions
- Assisted in developing training programs, increasing employee skill levels and productivity
- Supported HR compliance efforts, ensuring adherence to labor laws and company policies

JUN 2022 - APR 2024

Collection Agent, Bill Gosling Outsourcing

• Initiate contact with debtors to negotiate payment arrangements and discuss settlements.

• Analyze financial situations to determine the most suitable repayment plans.

• Maintain accurate and up-to-date records of communication and payment agreements.

• Collaborate with legal teams when necessary to pursue legal action for unresolved debts.

• Assisted customers with account inquiries, resolved issues, and provided information on banking products.

• Utilized effective communication skills to negotiate payment solutions with clients facing financial challenges.

• Collaborated with internal teams to ensure accurate and timely processing of customer requests.

JUN 2019 - SEP 2022

Customer Service Representative, Carry Telecom, Oshawa

• Resolved customer inquiries efficiently, reducing average call time by 18%.

• Implemented new troubleshooting techniques, improving first-call resolution rates.

• Worked closely with technical teams to address complex issues.

• Developed a knowledge-sharing system that enhanced team problem-solving capabilities.

• Proposed and implemented a customer feedback system, leading to actionable insights and improved service quality.

• Consistently sought ways to enhance processes.

• Mentored new hires, accelerating their onboarding process.

• Maintained a positive attitude during high-stress periods, boosting team morale and productivity.

• Meticulously documented customer interactions, ensuring accurate information for follow-ups.

• Analyzed call patterns to identify recurring issues and suggest solutions.

JUN 2018 - APR 2019

Customer Service Representative, Xperigo

• Resolved customer inquiries efficiently, maintaining high satisfaction rates.

• Implemented streamlined processes, reducing call handling time and improving overall service quality.

• Worked closely with cross-functional teams to address complex customer issues.

• Shared best practices, contributing to improved team performance and customer experience.

• Meticulously documented customer interactions, ensuring accurate information for follow-ups.

• Identified recurring issues, proposing solutions that led to notable reduction in repeat calls.

• Developed creative solutions for unique customer problems, enhancing satisfaction.

• Suggested and implemented new approaches to common issues, improving efficiency.

EDUCATION

MAY 2023 – APR 2024

Human Resources Management, Canadian College of Business Science & Technology

SEP 2020 – DEC 2023

Social Service Worker, Seneca College, Toronto

CERTIFICATION

FEB 2024 – JUL 2024

Google certification program | Data Analysis at Coursera

NOV 2021 – NOV 2021

Indigenous Canada at University of Alberta

SKILLS

Communication

Multitasking

Data Analysis

R

Excel

Research

Time management

Organization skills

Problem-solving

Interpersonal Skills

SQL

Python

Case study

Presentation skills

Strategic thinking

ADDITIONAL INFORMATION

Volunteer Experience

• ENAGB fundraising campaign

• NYFBH funding campaign

• Alpha Burger Investment

Links

PORTFOLIO

References

Reference Upon Request

REFERENCES

Reference Upon Request