Oshawa, L1K 0A1

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647-641-2434

VICTORIA OSARO-IYAMU

DATA ANALYSIS

PROFESSIONAL SUMMARY

Junior Data Analyst with leveraging advanced skills in Excel, R, Python, and SQL to drive innovative, data-driven decision-making. Known for exceptional multitasking, time management, and communication abilities, consistently delivering accurate analyses and actionable insights. Passionate about utilizing data to foster innovation and improve operational efficiency.

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. Exceptional time management skills and Problem-solving abilities backed up by strengths in program. Outstanding interpersonal skills, multi-tasking skills and able to operate under pressure. Dedicated to social work activities with a strong commitment to serving disadvantaged youths and adults, including the homeless and special needs population. Dedicated personal support worker with strong commitment to taking care of residents and their personal needs. Dedicated and detail-oriented Human Resources professional.

EMPLOYMENT HISTORY

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

• Attended to all customers' needs by tailoring and customizing their needs.

• Resolved product issues and shared benefits of new technology also guaranteed positive customer service experiences, resolved all customers complaints with features, items and seasonal promotions of the company.

• Assisted customers over the phone regarding store operations, customers' orders, and inquiries about internet products.

• Maintaining ongoing communication skills with customers, co-workers and carrier partners.

• Recognized for de-escalating customer concerns, excelling in multitasking and adapting to clients' needs as they develop.

JUN 2018 - APR 2019

Customer Service Representative, Xperigo

• Open and maintain customer accounts by collecting, recording and imputing information in the system.

• Recommend potential products or services to management by collecting feedback from customers and liaison customer needs to management.

• Resolved over 200 inquiries in any given week and consistently met and exceeded performance.

• Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations.

• Confirm customer orders via telephone, fax and email.

• Assist company sales representatives in acquiring any information needed.

• Solve problems and find the best solution for any customer issues.

EDUCATION

SEP 2020 - DEC 2023

Social Service Worker, Seneca College, Toronto

COURSES

NOV 2021 - NOV 2021
Indigenous Canada at University of Alberta

JUL 2024 - JUL 2024
Google certification program | Data Analysis at Coursera

SKILLS

Customer Service	Communication
Problem-solving	Multitasking
Time Management ●●●●●	Interpersonal Skills
Data Analysis	SQL
R	Python
Excel	

ADDITIONAL INFORMATION

Volunteer Experience

• ENAGB fundraising campaign

• NYFBH funding campaign

• Alpha Burger Investment