Oshawa, L1K 0A1

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647-641-2434

# VICTORIA OSARO-IYAMU

## DATA ANALYSIS

## 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

- Led HR initiatives, streamlined recruitment processes, and implemented employee engagement programs, resulting in improved retention rates and workplace satisfaction.
- Developed and launched cutting-edge HR management systems, enhancing efficiency in performance evaluations and talent acquisition strategies.
- Fostered strong partnerships across departments, aligning HR strategies with organizational goals and facilitating smooth communication channels.
- Conducted comprehensive workforce analyses, identifying key trends and providing data-driven recommendations for strategic HR decision-making.
- Championed employee well-being initiatives, implemented diversity and inclusion programs, and provided guidance on career development opportunities.

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

- 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.

## 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

# COURSES

FEB 2024 - JUL 2024

## Google certification program | Data Analysis at Coursera

NOV 2021 - NOV 2021

## Indigenous Canada at University of Alberta

# SKILLS

| | |
|---|---|
| Communication | Problem-solving |
| Multitasking | Interpersonal Skills |
| Data Analysis | SQL |
| R | Python |
| Excel | Case study |
| Research | Presentation skills |
| Time management | Strategic thinking |
| Organization skills | |

# ADDITIONAL INFORMATION

## Volunteer Experience

• ENAGB fundraising campaign

• NYFBH funding campaign

• Alpha Burger Investment

## Links

PORTFOLIO

# REFERENCES

## Reference Upon Request