

ELOCHUKWU ILLOH

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SUMMARY

A highly motivated and customer-focused professional with over 5 years of experience in providing exceptional customer support and data analysis. With a strong background in problem-solving and excellent communication skills, I have a proven track record of resolving customer inquiries in a timely and effective manner. In addition to my customer support experience, I have developed expertise in data analysis and visualization, utilizing tools such as SQL, Python, and Tableau to drive business decisions and improve customer satisfaction. I am constantly seeking new challenges and opportunities to improve my skills and expand my knowledge.

EXPERIENCE

Biraghi Pompe 1906 Nigeria Limited

Technical Sales Engineer, Business Development & Sales

Aug 2020 – Present

- Analysed market trends, competitor performance and product strengths to gain advantage of the market.
- Attended trade shows and seminars to promote products and network with industry contacts.
- Contributed to sales engineering effectiveness by identifying short term and long range issues and recommending courses of action.
- Identified sales opportunities by assessing a database of customers and analysing previous sales with their current needs; increased sales revenue by 50%. (representing 70% of company revenue)
- Delivered technical sales presentations to prospects and presented benefits and value of company products; using slides and data visualization.

Access Bank, Nigeria PLC

Customer Support Intern

Aug 2017 – Aug 2019

- Collected and analysed customer information to prepare product and service reports; using slides and data visualization.
- Maintained customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving complaints and concerns.
- Used company's troubleshooting resolution tree and policies to evaluate technical problems and find appropriate solutions.
- Created, maintained, and updated detailed database to handle customer data and financial records.
- Trained new staff on operating procedures, company service level agreements, and company products and services.

Government Secondary School

Administrative Assistant

Jan 2016 – Nov 2016

- Organised and updated schedules for the Vice Principal Academics
- Managed database to store information for reference, reporting and analysis.
- Scheduled office meeting and appointments for the Vice Principal Academics.
- Executed a new filing system to improve document organisation and management.

LEADERSHIP

NATIONAL YOUTH SERVICE CORPS – Port Harcourt, Nigeria

President Farm CDS

May 2016 – Nov 2016

- Organised and advertised weekly networking events with 100+ participants in the local government.
- Organised training programs for members of the group on best farming procedures and practices.

EDUCATION

FEDERAL UNIVERSITY OF TECHNOLOGY OWERRI - NIGERIA

Bachelor of Engineering, Civil Engineering

Oct 2014

ADDITIONAL

Technical: Microsoft Excel, SQL, Python, Tableau, Power BI, Zendesk, ZoomInfo, Cognism.

Certifications & Training: Google Data Analytics Professional Certificate (**Coursera**)

Data Analytics Fundamentals 1 & 2 (**EntryLevel**)

Projects: *EDUCATION FOR ALL FUNDING ANALYSIS & UDEMY COURSE INCOME ANALYSIS*; Cleaned data, analysed data, and provided recommendations for funding opportunities for a non-profit organization and an education platform; using Excel, SQL & Tableau.