

Lancelot Osaigbovo Uwagboe

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Projects: <https://github.com/xlancelo1t>

PROFESSIONAL SUMMARY

Results-driven professional with a background in Environmental Science and Public Health Microbiology. Skilled in data analysis, research, and digital tools like SQL, Python, Power BI, Tableau, and AWS. Certified by Cisco, Google, ALX, and others, with multiple excellence awards. Experienced in client advisory, environmental monitoring, and performance tracking. Adept at delivering insights and improving processes across diverse work settings.

WORK EXPERIENCE

Unateus

April 2025 – Present

QA/CS Analyst

As a QA&CS Specialist/Analyst, I analyze call center and delivery interactions to ensure high-quality customer service and improve delivery success rates. My role involves identifying errors, cancellation trends, and fraud patterns while providing corrective feedback and actionable tips to delivery agents. I maintain a structured knowledge base of best practices and collaborate with cross-functional teams to implement systematic process improvements. Responsibilities include detailed case analysis, agent communication, fraud investigation, and daily/weekly reporting on KPIs. I also monitor CRM activity, initiate order redeliveries when necessary, and escalate unresolved or critical agent issues. The role requires analytical thinking, attention to detail, and resilience in managing complex, multi-departmental challenges.

Extern

July 2024 – August 2024

Mobalytics Gaming Market Research Remote Extern

Conducted a remote externship with Mobalytics, focusing on gaming market research and strategic analysis. Gained familiarity with the company's vision, mission, and product landscape. Performed a deep dive into two game genres, analyzing game mechanics, KPIs, monetization strategies, and player behavior. Engaged with selected games to complement research with firsthand user experience. Delivered a comprehensive presentation with insights and strategic recommendations for market expansion opportunities.

MENTORNESS.

April, 2024 – May, 2024

Data Analyst Intern (Remote)

Served as a remote Data Analyst Intern, contributing to multiple real-world projects across various sectors. Utilized SQL for data querying and analysis, supporting data-driven decision-making. Built and interpreted dashboards using Power BI and Tableau to uncover actionable insights. Collaborated with teams to apply analytics tools to solve real business

problems.

AXAMANSARD INSURANCE PLC

October 2021– April 2025

Financial Advisor

Served as a Financial Advisor at AXA Mansard Insurance, driving client acquisition through networking and promoting tailored insurance solutions. Guided prospects through the full sales cycle, understanding needs, addressing objections, and closing deals, while ensuring compliance with company sales objectives. Delivered excellent customer service, managed ongoing client relationships, and supported policy onboarding, claims initiation, and transaction booking. Maintained accurate sales records, reported performance regularly, and contributed insights during monthly review meetings. Also supported team development through onboarding and training of new sales staff.

Deputy Safety Marshall.

July 2023 – April 2025

Served as Deputy Safety Marshal, supporting workplace safety, emergency preparedness, and employee training initiatives. Maintained updated employee lists, verified muster point readiness, and collaborated with the Physical Security team to conduct fire risk assessments and quarterly emergency drills. Participated in office evacuations by ensuring complete clearance of premises and accounting for all staff at muster points. Assisted in compiling evacuation reports and reporting near misses or incidents to relevant safety teams. Facilitated safety awareness through training sessions for staff to promote a culture of safety and compliance.

UNIVERSITY OF BENIN

January 2018 – October 2021

Research Assistant

Worked as a Research Assistant in the Department of Environmental Management and Toxicology, supporting academic and laboratory functions. Handled laboratory animals for experimental procedures, including feeding, weighing, staining, and organ harvesting. Assisted in biological assays, homogenization, and biostatistical data collection and analysis. Contributed to academic research writing, lecture note preparation, and PowerPoint slide development for faculty. Also supported examination processes by marking scripts and maintaining academic documentation.

UNIVERSITY OF BENIN & N.O.U.N

February 2014 – October 2016

Tutor

Served as a Tutor at the University of Benin and the National Open University of Nigeria, providing academic support to students in Environmental Science and related disciplines. Delivered tailored tutoring sessions to coursemates and students from sister departments, focusing on complex concepts and coursework. Helped improve student understanding and academic performance through structured explanations and peer-to-peer engagement. Demonstrated strong communication and mentoring skills across both institutions.

Ministry of Environment and Public Utilities

April 2016 — September 2016

Industrial Trainee

Completed an Industrial Training program involving both administrative and environmental field duties. Performed clerical tasks such as typesetting, data entry, dispatch, and file management. Participated in laboratory and field activities, including atmospheric gas analysis, radiation level

monitoring, and noise pollution detection. Supported community outreach through mobilization, sensitization campaigns, and sanitary inspections of residential and industrial premises.

EDUCATIONAL BACKGROUND

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|---|---------------------------------------|
| ❖ Environmental and Public Health Microbiology (M.Sc.) | In-View |
| University of Benin | |
| ❖ Environmental Science | September 2012 — November 2018 |
| University of Benin (I graduated among the Top 2 of my class in the department) | |
| ❖ West African Senior School Certificate | September 2001 — June 2007 |
| High Tower College (West African Examinations Council) | |
| ❖ Primary School Leaving Certificate | September 1996 — June 2001 |
| Eweka Primary School II, Benin City, Edo State, Nigeria | |

CERTIFICATIONS/TRAININGS

Nexora Digital	May 2025
Remote Work Cybersecurity	
Cisco	July 2024
Data Analytics Essential	
Google Analytics	June 2024
Google Analytics for beginners	
ALX AI Career Essentials – Certificate of Achievement	May 2024
AI Augmented Professional Development Skills in the Digital Age	
BCG Data Science Job Simulation on Forage -	May 2024
Python in Pidgin Certificate of Completion.	April, 2024
Data Analysis with Python	
DSN Certificate of Completion	April 2024
Data Analysis	
Python in Pidgin Certificate of Completion	March 2024
Python programming language	
AWS Certified Cloud Practitioner	February 2024
Certificate of Completion	January 2024
Career Boost with Power BI	
Accenture North America Data Analytics and Visualization Job Simulation on Forage -	
December 2023	
PwC Switzerland Power BI Job Simulation on Forage -	November 2023
Tata Data Visualization: Empowering Business with Effective Insights Job Simulation on	
Forage - November 2023	
KPMG AU Data Analytics Job Simulation on Forage -	November 2023
Association of Registered Insurance Agents of Nigeria (ARIAN).	August, 2023
Chartered Insurance Institute of Nigeria (CIIN).	June, 2023
Anti-Bribery and Corruption Awareness Course	2021,22,23

Learning at AXA Nigeria Anti-Money Laundering and Counter Terrorism Financing (AML/CFT)	2021,22,23
Learning at AXA Data Privacy.	July 2022
Learning at AXA Nigeria Security and Data Privacy.	July 2022
Learning at AXA Nigeria Loss Data Awareness Training	December 2021
Learning at AXA Nigeria Certificate of Continuing Professional Development (CPD)	July 2021
International Applied Microbiology Online Conference Society for Applied Microbiology Certificate of Attendance	January 2016
Department of Environmental Management and Toxicology, University of Benin 2 nd International Departmental Seminar Series <i>"Innovative Biomarkers for Sustainable Management and Wildlife Health in Nigeria"</i>	March 2013
Certificate of Participation Ministry of Environment and Public Utilities & Department of Environmental Science <i>"The Role of Environmental Scientists in Nation Building"</i>	

ACHIEVEMENTS/AWARDS

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| □ Award of Excellence
<i>(Platinum Budget Buster, AXA Mansard Insurance PLC)</i> | May, 2024 |
| □ Award of Excellence
<i>(Silver Budget Buster, AXA Mansard Insurance Plc)</i> | October 2023 |
| □ Award of Excellence
<i>(In recognition of Excellence in Team Spirit, AXA Mansard Insurance Plc)</i> | December 2022 |

CORE SKILLS

1. Microsoft Office Suite and Data Visualization/Business Intelligence tools
2. Geographical paper Modeling
3. Effective communication
4. Interpersonal skills
5. Active Listening
6. Problem Solving
7. Digital Marketing
8. Laboratory Animal Handling
9. SPSS
10. Email Copywriting

11. Tableau
12. Python
13. Google Workspace
14. Cloud computing
15. Amazon Web Services
16. SQL (PostgreSQL, MySQL)

REFERENCES

Available on Request