YVETTE MEFENDJA DATA ANALYST

Data wrangling [Fifa Dataset]

Top 100 lifetime grossing movies

Udemy course Analysis [ONYXDNA JANUARY DATA CHALLENGE 2024

Christmas Sales Analysis [ONYXDNA DECEMBER DATA CHALLENGE 2023]

PROJECTS

### Contact

Phone: 08099446353

EMAIL:[Yvette.mefendja@gmail.com](mailto:Yvette.mefendja@gmail.com)

In: [linkedin.com/in/yvettemefendja](https://www.linkedin.com/in/yvettemefendja)

CERTIFICATIONS

Certificate of completion on Business intelligent and Data Analytics [Dataleum]

Google Data Analytics [cousera]

Diploma in Data Analytics [OnecampuseAccademy]

* Analytical Mindset
* Data Visualization
* Customer segmentation
* Time management
* Problem Solving
* Data collection
* Business Analysis
* Excellent use of business intelligent tools(POWER BI ),
* Proficient use of MICROSOFT EXCEL(VLOOKUP)
* Python(pandas, seaborn,matplotlib,sqlite3,plotly)
* Team collaboration
* Use of Structural Language (SQL)
* Exceptional Customer Service.

SKILLS

#### 9mobile: CUSTOMER EXPERIENCE ANALYST

FEBUARY 2012 TILLDATE

* Create reports on customer interaction including Trends and insight.
* Generate detailed reports containing recommendations base on finding from research projects.
* Conduct data Analysis to identify opportunities for enhancing customer experience.
* Analyzing customers feedback and identify area of improvement.
* Analyze data gathered and develop solutions and alternative methods of proceeding.
* Create detailed reports outlining recommendations

For improving organization performance and profitability levels.

#### TOK VENTURES: SALE ANALYST

MARCH 2020–JULY 2021

* Identify and Analyze customer needs and satisfaction levels to develop new strategies to improve business performance.
* Implement procedures to accurately track orders from start to finish.
* Develop key performance indicator (KPI) and monitor progress against goals.
* Conduct customer surveys and analyze result to improve product offerings.
* Assist in forecasting demand for existing product and services based on historical data.
* Implement quarterly sales goals and maintain reports for Team to consistently track progress.
* Create reports and summarize sales data, customer feedbacks and completive Analysis.

**EXPERIENCE**

Motivated, Logical individual talented in Data Analytics, data modelling and Data visualization. Experience in using various tool such as Microsoft Excel, POWER BI, PYTHON and SQL to obtain insight from data.

Proven history of developing actionable insights from data to drive Business decisions

**PROFESSIONAL SUMMARY**