

**JOE** **IKPEAMA**

ikpeamachinonso@yahoo.com   |   (647) 807-6259   |   Toronto, ON M3N 2M3

**Education and Training**

Toronto School of Management | Toronto

**Diploma in Data Analytics** in Dats Analyst

*05/2023*

Coventry University | United Kingdom

**Master of Science** in Oil and Gas Management

*12/2015*

Institution of Occupational Safety And Health | United Kingdom

**Certificate in Occupational Safety and Health**

*05/2014*

Madonna University | Nigeria

**Bachelor of Science** in Computer Science

*12/2012*

**Skills**

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| * Interpersonal and Interprofessional Communication Skills
* Product and Service Knowledge
* Strategic Planning
* Strategy Development
* Customer Service
* Python Software Development (KivyMD)
* Microsoft Power BI Visualization
* Microsoft Excel
 | * Tableau Visualization
* SAS & SQL Programming
* Marketing Campaign Design
* Financial, Sales & Marketing Metrics
* Entity Relationship Data Models
* RFM Models
* Computational and Statistic interpretation
* Retail Market Basket Analysis
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**Experience**

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| Data Annotation **Freelancer Python Developer / Data Analyst***07/2023 - Current* | * Developed data visualizations and dashboards to track business metrics using Tableau to effective management.
* Performed exploratory data analysis on large datasets to identify trends and outliers.
* Developed software modules to support new features in existing applications.
* Developed Python scripts to automate data processing tasks.
* Created custom mobile applications and desktop dashboard using python and kivymd frameworks.
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| Vector Marketing - Cutco Cutlery | Toronto, Canada**SALES REPRESENTATIVE***12/2022 - Current* | * Developed and maintained relationships with clients to showcase and advertise Cutco Cutlery products in-person and over Zoom.
* Conducted market research to identify potential customers and their needs to promote and track customer satisfaction.
* Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
* Using Microsoft Excel, maintained accurate records of all sales and prospecting activities.
* Created detailed reports on daily, weekly, and monthly sales activity, using Microsoft Excel.
* Obtained close relationship with supervisors to ensure goal meeting and performance satisfaction.
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| Canadian Tire | Toronto, Canada**REPLENISHMENT ASSISTANT***07/2022 - 12/2022* | * Practiced and developed critical thinking skills and organizational skills through the usage of Microsoft Excel to track product in stock.
* Excellent verbal and written communication skills (interpersonal and interprofessional).
* Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service, in-person and over the phone.
* Worked successfully independently and with diverse group of coworkers to accomplish goals and address issues related to our products and services.
* Prioritized and organized tasks to efficiently accomplish service goals.
* Identified needs of customers promptly and efficiently to promote overall satisfaction.
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| Fidelity Bank | Lagos, Nigeria**SERVICE AMBASSADOR***01/2019 - 08/2019* | * Greeted customers and provided them with information regarding the store's E-Banking services and products.
* Created, executed, and managed multiple phone marketing programs for the E-Banking service ascertaining issues to provide successful resolutions.
* Demonstrated excellent interpersonal skills when interacting with customers and responded to inquiries, needs and concerns via phone, email, and face-to-face interactions.
* Collaborated with other team members to achieve common goals and to develop and update E-Banking daily reports using Microsoft Excel.
* Used service skills and technical knowledge to identify strategies for E-Banking growth.
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**Projects**

****Predictive Analysis**** – A Linear Regression Model to predict cost of houses in United States of America, while identifying the most profitable location to buy a house based on price growth rates and demand amongst buyers.

****Business Performance Review**** - A Business Performance Review Dashboard using RFM, Customer/Financial Metric and Time Intelligence comparisons to appraise the Health of the Business.

****Customer Behavioral Analysis-**** A market basket analysis program to find relationships between products for Up-Selling and Cross Selling tactics.

****Machine Learning**** - A logistic regression model that predicts customers with probability to churn.

****Automated Dashboard-**** A business visualization dashboard using python Kivymd framework with an automated reporting system

**References**

References available upon request.

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