

Uzunma S. Imo

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Summary

Detail-focused Data Analyst with knowledge in data warehousing, process validation and business needs analysis. Proven to understand customer requirements and translate into actionable project plans. Dedicated and hard-working with passion for Big Data.

Education

Electronic Engineering

University of Nigeria • Nsukka, Enugu

08/2014

Bachelor of Engineering

West African Senior School Certificate

Our Lady of Apostles Secondary School • Yaba, Lagos

06/2009

Experience

Data Analyst

Eko Electricity Distribution Company • Lagos Mainland, Lagos

04/2020 - Present

- Perform complex SQL queries to extract data from the database and archive all data reports for all Predictive Maintenance Processes
- Create and develop data models and database on SharePoint
- Conduct data analysis to support business decisions and drive operational improvements
- Create interactive visualizations and reports to communicate findings to stakeholders
- Design dashboards that provide insights on how to ensure that the downtime of the network can be reduced to its barest, thereby providing reliable systems.
- Research and implement new analytics methods to provide better metrics of electrical assets performance and increase reliability
- Analyze large datasets to identify trends and patterns in data, using SQL and Python

Protection and Testing Engineer

Eko Electricity Distribution Company • Lagos Mainland, Lagos

05/2018 - 04/2020

- Commission electrical relays, power transformers and distribution transformers,
- Trace underground cable faults and overhead line faults with the use of SFX 40 Megger Cable Fault Locator
- Clear the underground cable faults and overhead line faults promptly with a safety-first working culture.
- Improve equipment maintenance and safety standards by 10%, which resulted in a 15% reduction in maintenance costs
- Build a network of project contacts (contractors, suppliers, etc.) to ensure that all necessary supplies and services were secured
- Maintain a clean and safe work environment, resulting in a 10% reduction in complaints filed with management and an 18% increase in crew satisfaction

- Execute company policies, procedures, and safety standards to ensure the proper cleanliness and safety of the

Customer Service Specialist

Access Bank Plc • Lagos Island, Lagos

04/2017 - 05/2018

- Handle, process, and service customers' banking transactions in a prompt, efficient and accurate manner.
- Offer strong customer service skills, keeping customers satisfied and increasing sales by an average of 7% in 6 months
- Provide customer service and was involved in training 4 new team members each month
- Work with departments across the company, including marketing and retail operations, in developing new ideas, initiatives, products, and services
- Analyze transcripts of customer service calls to identify and rank customer service issues

Corporate Sales Administrator

Spar Nigeria • Lagos Mainland, Lagos

12/2016 - 04/2017

- Process and fulfill customers purchase orders. Track all productions, follow up on existing orders and transactions of my clients
- Track payments and orders from creating of invoices to advance payment and final pay-off
- Follow up on all goods return and handle all clients complaints and feedback
- Create Daily Sale Reports and Weekly MIS using Orion ERP Software
- Initiate cold calls to new clients and existing clients
- Attend board meetings and executive committee meetings, leading to the adoption of an action plan by the board
- Continually update a leadership resume and hone skills by participating in various management training
- Work with departments across the company, including marketing and project management, in developing new ideas, initiatives, products, and services

Skills

Microsoft excel, Communication skills, SQL, Time management, Python, Tableau, Agile, Customer service, Organizational skills, Project management, Leadership, Customer Experience, ETL (Extract Transform Load), Scrum, Power Pivot, Looker, Pandas, NumPy, Trello, Analytics

Certificates

Power Bi for Excel Users Certified, Cable Fault Location with SFX 40 Megger Cable Fault Locator, Certified Scrum Developer® (CSD®), Afro Fem Coders Data Analytics Bootcamp