

ALABI

BEATRICE NIFEEMI

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Oyo State, Nigeria.

Phone Number: (+234) 8106912852

PERSONAL PROFILE:

An enthusiastic data analyst with a robust background in sales, business development and customer service. I have expertise in Excel, SQL, Power BI and Python. I harness the power of data-driven insights, ability to evaluate complex data and interpret the results in comprehensible form to make informed business decisions and to enhance operations. Pursuing career growth as a data analyst or data entry role to improve my professional capabilities.

CORE COMPETENCIES:

Data Collection, Data Cleaning, Data Analysis, Data Visualization, Cyber Security

WORK EXPERIENCE:

ACME SOFTWARE LAB DATA ANALYST INTERN

June 2024 till Date

- Data Collection, Data Analysis, Data Visualization.

MeriSKILL DATA ANALYST INTERN

Oct. 2023 – Nov. 2023

- Analyzed sales data to identify trends, top-selling products and revenue metrics for business decision-making, resulting in a 15% increase in efficiency for the marketing team.
- Data Collection, Data Analysis, Data Visualization.

UNITED BANK FOR AFRICA PROFIT CENTRE MANAGER

July 2021 – Jan. 2023

- Ensured significant increase in market share by 5% within Oyo region through account opening, debit card sales, enrolment on e-channels, loan processing.
- Drove performance of the unit- liability generation and quality risk asset creation, resulting in 5% growth in unit performance and profitability for the branch.
- Fostered a cordial relationship management between customers and the bank.
- Drove the reactivation of all inactive/dormant accounts in the branch, resulting in improved customer engagement and increased revenue for the branch.
- Supervised and coordinated activities of account officers.

CUSTOMER SERVICE OFFICER

Jan. 2021 – June 2021

- Responded to customer inquiries and complaints in a timely and professional manner, achieving a 20% increase in customer satisfaction.
- Resolved customer issues and provided solutions to customer inquiries.
- Provided customer service support for online and mobile banking.
- Assisted with opening and closing of accounts, thereby improving customer experience.

CREDIT DISBURSEMENT OFFICER**Nov. 2018 – Dec. 2020**

- Reviewed/approved disbursement requests ensuring compliance with the terms and conditions of loans, and Bank Group policies and procedures.

**FAST CREDIT LIMITED
DIRECT SALES AGENT****May 2018 – Oct. 2018**

- Sold the company's loan products to customers, achieving at least 70% monthly target.
- Customer service and retention.

EDUCATION:**Data Science and AI**
Tech4Dev**Oct. 2023 till date****Masters in Business Administration (MBA)**
University of Suffolk, UK.**Sept. 2021 till date****B.Sc Geology (Second Class Upper Division)**
Ekiti State University, Ado-Ekiti, Ekiti State.**2011-2016****PROFESSIONAL QUALIFICATIONS AND TRAININGS:**

- **ACCELERATED JOBBERMAN SOFT SKILLS TRAINING** **Mar. 2024**
- **DIGIGIRLS TRAINING PROGRAM ON DATA ANALYSIS** **Dec. 2023**
- **FOUNDATIONS: DATA, DATA EVERYWHERE- Coursera** **Oct. 2023**
- **INSTITUTE OF CUSTOMER SERVICE OF NIGERIA (ICSN)** **Oct. 2019**
- **HUMAN RESOURCE MANAGEMENT ASSOCIATE (HRMA)** **2017**

VOLUNTEERING:**JOBBERMAN****May 2024 till date****MONITORING AND EVALUATION VOLUNTEER**

- Monitoring and Reporting activities for Jobberman's physical soft skills training sessions.
- Data Collection, Data Analysis, Data Visualization.

SKILLS:

Effective Communication, Personal Effectiveness, Time Management, Emotional Intelligence, Teamwork, Creativity, Critical Thinking, Problem Solving.

PORFOLIO:

<https://nifeemi.github.io/BeatriceAlabi.github.io>