AMAH Akan Daniel

Professional Job Profile

⌂ 17 Obasun Link, Aguda-Surulere,
Lagos State.

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🌐 https://akanimohod19a.github.io/

A dedicated and capable data analyst with working knowledge in extensive demography research, data analysis, computational AI for computer vision, experience evaluation and reinforcement learning, with experience in large-scale survey operations, customer experience management and banking operations.

Based on my education and work experience, I have developed proficiency in directing IT-related projects, data pipelines & analytics, machine learning as well as bank communications.

LinkedIn: https://bit.ly/2VjDzMG

Professional Job Experience

POLARIS BANK LTD, Lagos
Senior Executive Analyst | Customer Experience Managment

November, 2021 - Till Date

- Verifying KYC, BackOffice requests, scheduled applications, special instructions and internal coding, according to established control procedures.
- Preparing Spooled Tickets and Ticket Analysis on dialy logged customer interactions as well as improvement plan for critical defects/downtime.
- Working in the team with the best opportunities to convert drop-off/lagging customer into our Operations.
- Ensuring communication bridges are initiated and upheld between Contact Center (YES) and other Polaris teams.
- Support and provide superior service to customers; address customer issues and ensure effective and long-term problem resolution.
- Promote additional products and services by recognizing opportunities to explain new features.
- Maintain Contact center database by accurately entering new information.
- Handling of confidential personal and business information with discretion.
- Engaging and proactive customer support.
- Assisting on the service drive.

SurveyPlus LTD, Lekki Phase 1, Lagos
Data Analyst & Operations Lead

December, 2020 - November, 2021

- Built and maintained an automated data reporting and exploration template in r-markdown, that iteratively produced insights and context in an ongoing national field exercise.
- Created interesting dashboards, that mined massive amounts of data from the field and survey participants to produce insights for survey sponsors.
- Managed and Co-ordinated a national-wide exercise to on-board atleast 5,000 participants on an Application. Resolving technical issues with registered participants.
- Overhauled tedious processes by creating resolutional fixes using Python, R and Google Apps Script.
- Create and deliver training to team members, sales teams, and
- Lead regular stakeholder meetings, organize focus groups, and serve as liaison with functional stakeholders regarding program questions

InsideSherpa for KPMG
Data Consultant (Virtual Internship)

September,2020

- Compiled and analyzed from a secondary data source.
- Maintained a clear and coherent communication in written documents - text files and dashboards to understand data needs and report results.
- Created clear reports that provided insights on business processes and maximisation of profits.
- Performed other duties and followed through on work commitments.

Covens Lab, Akure, Ondo State
Data Analyst and Operations (Intern)

April,2019 – October,2020

- Provided technical and operaitonal support to facilitators during monthly data science classes.
- Curated daily content and peculiar offerings on social media
- Monitored conversion metrics on contents distrubuted on Twitter & Google My Business.
- Intimated with trainin schools/platforms to stay updated on current techniques and data science innovation.
- Performed other duties as instructed

Dept. Demography and Social Statistics, OAU, Osun State.
Data Consultant (Student Research)

June,2017 – October,2018

- Compiled and cleaned primary data for analysis using software packages: SPSS & STATA software analytical tools as well as develop protypes and proof of concepts.
- Built and maintained an data pipeline from ODK to MS Excel to create exploratory analysis on target features that influenced Retirement Lifestyle among the aged in South-western Nigeria.
- Produced and submitted a comprehensive report on Family Planning among fecund female adults in Ilesa-west LGA, Osun State.

SALEM SECONDARY SCHOOL, Ota, Ogun State
Teaching & Advice

June 2019 - December, 2020

Articulate and communicate basic - intermediate Computer Use to secondary school students.

Managed and optimized computer/research laboratory, as well as utilize for record-keeping and preparing examinations.

Scaling up basic competency in computing and programming, especially as regards application software(s)

Core Competencies

Analytics & Software Engineering	Banking Operations	Graphics Design
» Python | R | STATA » TABLEAU | POWER BI » MS OFFICE SUITE | GOOGLE APPS SUITE » GOOGLE APPS SCRIPTS » Cloud (Introductory) - Azure & AWS » Atlas TI (NLP) » MySQL | Postgresql » Django | Flask | Streamlit | Wordpress » Dash, GraphQL » Bootstrap » CLI - Git, Azure, AWS and GitHub	» Strong writing skills and impeccable attention to detail » In-depth knowledge of content management systems, such as K2 Workdesk, AVAYA, Live Stream, Back Office Query, including the ability to perform standard installations and configurations. » Good customer service skills and ability to explain technical features to non-technical customers/clients. » Proficient with Microsoft Office suite and knowledge of Google BigQuery database management system. » Good Organisational skills, in particular, Requirement Analysis » Proactive self-starter.	» Adobe Illustrator » Adobe InDesign » Adobe Photoshop » Adobe AfterEffects » Canva

Project Publications (click on the highlights to visit)

Visit my git repos

Graphics Design	Google AddOn	Analytics Dashboards	R Markdown (.rmds)

JOURNAL OF DEMOGRAPHY
AND SOCIAL STATISTICS

"*Evaluation of Household Age Data in the Nigerian Demographic and Health Survey, 2013.*",
Contributing Author. (In-View)

Medical Charges: E2E Recommender System	Drowsiness Detection	Pose Estimation (MediaPipe)	Facemesh Mask	Brain Tumor Detection

Educational Background

National Open University, Nigeria
MSc. Business Adminstration

In View

Obafemi Awolowo University, Ile-Ife, Osun State
BSc. Demography and Social Statistics [*Second Class Upper Division*]

2014 - 2018

Nigerian Navy Secondary School, Abeokuta, Ogun State
Senior Secondary School Certificate

2007 - 2013

Awards and Accreditations

Payment Systems
Chartered Institute of Bankers of Nigeria

In View

Data Analytics in Banking
Chartered Institute of Bankers of Nigeria

2022

Polaris Graduate Trainee
Polaris Business School

2021

Udemy Data Warehousing Fundamentals
Udemy

2021

Microsoft Azure Fundamentals
Microsoft Corporation

2021

Forage, for KPMG
Data Analytics Consulting Virtual Internship

2020

National Youth Service Corps, Ondo State
Certificate for Distinguished Performance

2020

Conference Presentations

Dept. Demography and Social Statistics' Seminar Room.
"Evaluation of Household Age Data in the Nigerian Demographic and Health Survey, 2013."

2017

"Mass Media: Assessing Fertility Rates with Family Planning, A case study of Ilesha, Osun State"

2016

Language and Interest

Referees (Furnished upon request.)

Language: English and Yoruba	Interests: Reading