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# UGOCHIYENUM NICOLE UGBOMEH

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## PROFESSIONAL SUMMARY

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Versatile and results-driven professional with a strong foundation in data analytics, operational leadership, and cross-functional collaboration. Experienced in developing data visualisations with Power BI, applying machine learning techniques, and building robust solutions using Python and R. Proficient in ETL processes, data warehousing, and advanced SQL for effective data management and reporting.

Proven track record as an Operations Lead, delivering successful projects through process optimisation, agile methodologies, and strategic planning. Skilled in creating product roadmaps and guiding teams to improve lifecycle management, drive productivity, and achieve cost efficiencies. Known for strong technical writing, stakeholder engagement, and fostering a culture of continuous improvement to support data-informed decision-making at scale.

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## WORK HISTORY

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### **Business Intelligence & Operations Lead, 01/2020 - 04/2025**

#### **Eykegai Limited**

- Developed and implemented Synergy, a custom ERP system, reducing manual processing time by five days.
- Defined product strategy and roadmap for Synergy, prioritising features that increased adoption by 7%.
- Optimised feature adoption through UX analysis, driving an increase of 5000 web visits.
- Built predictive models for inventory demand forecasting, decreasing stock shortages by 10%.
- Conducted churn analysis and created retention strategies, cutting client attrition by 25 annually.
- Led A/B testing for dashboard UI/UX improvements, achieving a 4.82/5 user satisfaction rating.

### **IT Project Manager & Data Analyst, 01/2018 - 08/2024**

#### **Phil-Hallmark Supermarket**

- Spearheaded digital transformation at Phil-Hallmark, migrating to a fully integrated e-commerce platform.
- Implemented cloud-based ERP system, optimising inventory tracking and order processing.
- Developed real-time analytics dashboards for tracking sales performance and customer behaviour.
- Enhanced checkout conversion rates by 3.5% monthly through detailed drop-off analysis.
- Conducted profitability analysis that identified cost-saving opportunities, improving gross margins by \$20,000.
- Designed omnichannel retail strategy, integrating online and offline channels for increased customer retention.

### **Head of Growth, 02/2014 - 01/2018**

#### **Tranzit Nigeria**

- Launched Nigeria's inaugural on-demand mobility platform, integrating ride-hailing and logistics services.
- Secured \$150K in funding and attained recognition from CNN African Startups.
- Developed data-driven pricing algorithms, enhancing customer retention by 15% annually.
- Created real-time analytics dashboards, reducing idle driver time from two hours to 25 minutes.

## **Junior Resource Planner & Real-Time Analyst, 07/2012 - 01/2014**

### **Teleperformance (Multiple Projects) UK**

- Developed and implemented dynamic scheduling strategies to reduce average call handling time from 10 minutes to 5 minutes.
- Enhanced resource allocation by optimising shift planning based on historical call volume data.
- Streamlined performance tracking with automated reporting dashboards for efficient workforce management.

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## SKILLS

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- Data visualization with Power BI
- Product lifecycle strategies
- Machine learning techniques
- Technical writing skills
- ETL processes and data warehousing
- Creation of product roadmaps
- Data wrangling methods
- Database querying with SQL
- Development in Python
- Data analysis with R
- Effective collaboration across teams
- Group stakeholder reporting
- Efficiency optimization practices
- Guided agile methodologies

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## EDUCATION

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### **Master of Science: Data Science, 08/2023 - 08/2024**

**Robert Gordon University** - Aberdeen, United Kingdom, Scotland - Merit

- Data Mining, Data Science Development, Advanced Database Management, Big Data Analytics and Visualisation, Advanced Data Science, Data Warehousing.
- Dissertation: International Postgraduate Student Enrolment in Scottish Universities (2012-2023): A Data-Driven Analysis with a Focus on Currency Fluctuations.

### **Master of Science: Information Technology, 08/2010 - 11/2011**

**University Of Glasgow** - Glasgow, United Kingdom, Scotland

- Database Theory & Analytics, Java Programming, Professional Software Development, Internet Technology, Digitisation, Human Computer Interaction.
- Dissertation: Sound Based Map Navigation System for Visually Impaired Users.

### **Bachelor of Science: Geology, 05/2005 - 09/2009**

**University Of Ghana** - Accra, Ghana

Hydrogeology, Mineral Exploration, Petroleum Geoscience, Engineering Geology, Environmental Geology, Earth Science, Geophysics.

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## REFERENCES

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References available upon request.