Henry Okam

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https://sites.google.com/view/mchenrys-portfolio

SUMMARY

As a dedicated Data Analyst and Salesforce CRM Administrator with over 9 years of experience in the power sector and education, I excel in leveraging analytical skills to uncover insights and solve complex problems. My proficiency includes collecting, cleaning, transforming, and organizing data for comprehensive analysis, utilizing platforms such as Excel, Google Sheets, SQL, Python, Stata, and Power BI. I have a proven ability to collaborate with internal and external stakeholders to convey data findings effectively, aiding informed business decisions.

EXPERIENCE

Data Analyst
New Globe   **August 2023 - Present, Hybrid**

• Cleaned and analyzed diverse datasets, ensuring accuracy and consistency through advanced data cleansing techniques, and conducted daily/weekly KPI analyses on metrics like school leader attendance, lesson completion, and teacher classroom coverage.
• Established robust data pipelines and implemented best practices for data management, streamlining workflows and improving data quality across the organization.
• Fostered a culture of data-driven decision-making by collaborating with cross-functional teams, delivering insights, and providing actionable recommendations to enhance program effectiveness.
• Delivered time-sensitive data analyses for VPs and C-level executives, producing actionable insights within tight timelines and guiding decision-making with imperfect data when necessary.
• Conducted a wide range of descriptive analyses, from basic Excel-based methods to complex Stata scripts, managing end-to-end processes to deliver valuable insights to stakeholders.
• Automated manual analysis and reporting processes, saving time, improving efficiency, and enabling faster responses to frequent data requests while reducing reliance on multiple spreadsheets.
• Adapted to evolving responsibilities and supported senior leaders, including Directors and the VP of Schools, by accommodating additional duties and maintaining flexibility to meet organizational needs.
• Empowered leadership with data-driven insights, aiding in the development of strategies and initiatives that contributed to organizational success and growth.

Senior Commercial Officer
BEDC Electricity Plc   **October 2022 - July 2023, Asaba, Delta, Nigeria**

• Led a team of 10 in optimizing energy management for prepaid metered customers in the region, driving efficiency and improving overall service delivery.
• Supervised team performance, offering consistent leadership support and addressing challenges to maintain high levels of productivity and engagement.
• Designed and communicated strategic initiatives to combat energy loss and enhance the financial performance of energy products, ensuring alignment with organizational goals.
• Developed team management strategies that seamlessly integrated with the company's broader vision, maximizing both operational impact and business outcomes.
• Empowered team members to achieve sales and margin targets while fostering a culture of excellence, ensuring exceptional customer experiences.

Data Analyst/Technical Assistant
BEDC Electricity Plc   **June 2020 - October 2022, Delta, Nigeria**

• Produced quarterly management reports, board papers, and executive presentations, delivering actionable insights to senior leadership for informed decision-making.
• Analyzed and interpreted complex datasets to identify patterns and trends, aligning findings with organizational goals and KPIs.
• Conducted performance reviews of business units, evaluating their data against set targets and KPIs to drive accountability and operational improvement.
• Extracted and processed data from multiple sources, leveraging advanced Excel functions to create monthly financial reports with precision and clarity.
• Applied expertise in data modeling and statistical analysis to provide recommendations for strategic decisions, optimizing business outcomes.
• Designed and deployed real-time dashboards showcasing sales and customer data, improving visibility and enabling proactive management.
• Facilitated periodic stakeholder meetings and Monthly Performance Review sessions, fostering collaboration and aligning business unit performance with organizational objectives.

Product Analyst
BEDC Electricity Plc   **May 2017 - May 2020, Delta, Nigeria.**

• Analyzed customer data for the electricity company's prepaid meter system in Delta State, identifying and correcting significant inaccuracies, improving database accuracy by **95%**.
• Conducted in-depth data analyses in areas with high revenue losses, uncovering key insights that contributed to a **50%** reduction in revenue leakage.
• Reported revenue loss issues promptly to the Head of Metering Operations, enabling swift resolutions and minimizing operational delays.
• Designed and facilitated employee training sessions to introduce advancements in business unit processes, enhancing team efficiency and alignment with organizational goals.

• Collaborated with Business Unit Heads, Finance, and HR leads to implement company-wide change management initiatives, ensuring seamless adoption of new strategies across departments.
• Leveraged strong interpersonal skills to foster clear communication and transparency between customers, internal teams, and stakeholders, strengthening relationships and trust.
• Developed and analyzed key performance metrics to evaluate metered customer performance, driving actionable insights to optimize energy management strategies.

Project Coordinator - Debt Recovery
BEDC Electricity Plc   **October 2016 - December 2019, Delta, Nigeria**
• Led a high-stakes debt recovery initiative, recovering 65% of long-overdue debts within the first 24 months, significantly improving the organization's cash flow and financial stability.
• Supervised a diverse team of 16 law firms and external stakeholders, providing actionable feedback to align efforts with project objectives and drive results.
• Streamlined monthly compensation processes for debt recovery agents and stakeholders, ensuring accuracy and compliance throughout the project.
• Collaborated with executive leadership to design strategies that reduced customer debt gaps, presenting data-driven recommendations through monthly executive reports.
• Conducted in-depth project analysis to identify trends, evaluate performance, and propose actionable insights, improving recovery efficiency by leveraging critical data insights.
• Facilitated regular meetings with business unit leaders and state-level stakeholders, ensuring effective communication and alignment of goals.
• Managed project schedules and reporting to ensure timely delivery, utilizing advanced tools to maintain transparency and accountability.
• Maintained seamless communication with customers and stakeholders, fostering trust and enhancing relationships throughout the project lifecycle.
• Leveraged interpersonal and leadership skills to drive cross-functional collaboration, motivate team members, and deliver project milestones effectively.

SKILLS

Industry Knowledge: Data Analysis, Statistical Data Analysis, Customer Relationship Management, Report Writing, Dashboard, Exploratory Data Analysis, Data Wrangling, Data cleansing, Research, Presentation Skills, Business Strategy, Financial Analysis.

Tools & Technologies: Microsoft Excel, Spreadsheet, MySQL, SQL, Stata, Salesforce CRM, Microsoft Power BI, Python, Tableau, SQLite, PostgreSQL, Pandas, Numpy, GitHub, Kaggle, Jupyter Notebook.

Interpersonal Skills: Problem-solving, Communication, Teamwork, Leadership, Negotiation, Decision-Making, Critical Thinking, Adaptability, Analytical Skills, Strategic Planning, Relationship Management.

KEY PROJECTS

Wrangle and Analyze Data
August 2022 - September 2022

The project involves managing and processing the Twitter archive data of the Twitter user with user name @dog_rates (WeRateDogs) from November 2015 to August 2017, obtained from three different sources: the Twitter user data in csv format provided by Udacity, @dog_rates Twitter data obtained via Twitter API (tweepy), and image prediction data in tsv format. The primary goal is to clean the data by addressing errors and inconsistencies and then use it to generate engaging and reliable analyses and data visualizations. - Link

Investigate a Dataset - No-Show Appointment
July 2022 - August 2022

This project aims to explore a dataset containing medical appointment records from public hospitals in Brazil, which includes patient attributes indicating whether they attended their appointments or not. The analysis focuses on identifying patterns that influence patients' attendance using descriptive statistics and relevant visualizations. - Link

Strategic Consultancy Report on Supply Chain Integration for the Tidal Lagoon Walkway Project
January 2020 - May 2020

This paper presents a study conducted to assess the feasibility of achieving 50% of the £300 million contract value for the six-mile walkway project at Swansea Bay Tidal Lagoon through the UK's supply chain.- Link

EDUCATION

Bachelor of Engineering - BE, Chemical Engineering
University of Benin, Benin City, Nigeria • 2011 • Second Class Honours (Upper Division)

CERTIFICATIONS

Salesforce Certified CRM Analytics and Einstein Discovery Consultant
Salesforce • 2025
Salesforce Certified Administrator (SCA)
Salesforce • 2023

Salesforce Certified Associate
Salesforce • 2023
Data Analyst Nanodegree
Udacity • 2022
Google Data Analytics Certificate
Coursera • 2021