

CHERIE CHINENYE IGWE

DATA ANALYST | REPORTING, DATA MANAGEMENT & DATA ENTRY

Abuja, Nigeria | Open to All Time Zones

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Portfolio: <https://igwe-cherie-chinenye.lovable.app/> | GitHub: <https://github.com/che-rie>

PROFESSIONAL SUMMARY

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Data-focused professional with a First-Class degree in Economics, a Master's degree in International Economics, and practical experience in business operations, customer information management, administrative documentation, and records handling. Skilled in Excel, SQL, and Power BI for cleaning and organizing data, analyzing business performance, developing reports, and communicating findings through dashboards and visualizations. Combines hands-on analytics projects with experience managing customer-facing operations, coordinating teams, preparing reports, and verifying records, and seeking opportunities to support data accuracy, reporting, business intelligence, and data-driven decision-making.

CORE SKILLS

Data Analysis and Interpretation | SQL Querying and Data Extraction | Microsoft Excel and Google Sheets | Business Intelligence and Reporting | Marketplace and Business Performance Analysis | Customer Behaviour Analysis | Sales and Revenue Analysis | Trend Identification and Analysis | Data Cleaning and Validation | Data Visualisation | Dashboard Development | KPI Monitoring and Reporting | Analytical Thinking and Problem-Solving | Business Insights and Recommendations | Data-Driven Decision Support

TECHNICAL SKILLS

- Data Analysis & Reporting: Excel, Power BI, SQL, Tableau, KPI reporting, dashboard development, business performance analysis
- Data Cleaning & Management: Data validation, duplicate identification, data formatting, record maintenance, information verification, data quality checks
- Excel & Data Preparation: PivotTables, Power Query, lookup functions, conditional formulas, spreadsheet organization
- Database & Querying: SQL Server, SSMS, filtering, aggregation, joins, data extraction
- Additional Tools: Python (foundational), Google Sheets, Microsoft Office, Google Workspace

PROFESSIONAL EXPERIENCE

Business Owner | Operations & Data Management

Nye's Lounge | Dec, 2023 - June, 2026

- Managed business operations over 3–4 years, coordinating customer bookings, service delivery, customer information, and business records.
- Served approximately 50–99 customers monthly, using customer preferences and service demand to inform service offerings and operational priorities.
- Expanded the service portfolio from 2 to 5 offerings, a 150% increase in service variety.
- Grew sales and the customer base over time while developing repeat-customer relationships.
- Organized customer and service information to support bookings, follow-ups, and day-to-day business decisions.

Public Relations Officer | Communications & Administrative Coordination

First Concepts Hospital | July, 2022 - August, 2023 Oct, 2021 - May, 2022

- Prepared reports, announcements, and public information several times a week.
- Handled enquiries and communications, coordinated with departments and staff, and maintained administrative documents and records.
- Organized events and stakeholder activities, supporting information sharing and operational coordination.
- Applied attention to detail and clear communication when preparing documents and handling organizational information.

Client Services Manager | Customer & Operations Management

Treats Hub Restaurant | Oct, 2021 - May, 2022

- Coordinated customer service and restaurant operations in an environment handling an estimated 30–49 customer orders or requests per day.
- Directly supervised staff and coordinated operational activities to support smoother workflows and timely order handling.
- Contributed to faster order processing, fewer order mistakes, improved customer complaint resolution, and better customer service.
- Supported organized operational records and customer information to improve day-to-day coordination.

NYSC Corps Member | Records Management & Administrative Support

Federal Civil Service Commission | Nov, 2018 - Oct, 2019

- Processed approximately 10–25 files or documents per day, supporting routine records-management activities.
- Sorted and organized files, retrieved requested documents, and entered or updated information.
- Verified dates against official gazettes and checked documents for missing or inconsistent information.
- Supported reliable recordkeeping through document verification, information checking, and file organization.

PERFORMANCE SNAPSHOTS

- 397K+ e-commerce records analysed in a customer analytics project using SQL and Power BI.
- 45 duplicate records identified during data-quality review, demonstrating practical data-cleaning skills.
- 300+ customer and service records maintained monthly at Nye's Lounge to support business operations.
- 50+ weekly bookings and transactions tracked to maintain visibility into customer activity.
- Multiple interactive dashboards developed to visualise business performance and communicate findings

EDUCATION

Master of Science (MSc), International Economics

Ignatius Ajuru University of Education | 2022–2025

Research: Trade Policy and Industrialization in Nigeria

Bachelor of Science (BSc), Economics — First Class Honours

Rhema University | 2014–2018

CERTIFICATIONS

- Google Workspace: Features and Applications — Alison
- Microsoft Office Specialist

- Foundations of Project Management — Coursera
- Project Initiation: Starting a Successful Project — Coursera

PORTFOLIO PROJECTS

Telecom Customer Churn & Retention Analysis | Power BI

- Developed a Power BI dashboard to examine customer churn, retention patterns, and key business performance indicators.
- Organized analytical findings into KPI cards and visualizations to support exploration of customer behavior and retention opportunities.

E-commerce Customer Analytics | SQL & Power BI

- Cleaned and analyzed approximately 397,884 rows of data as part of an e-commerce customer analytics project.
- Used SQL to prepare and explore customer and transaction data, then developed Power BI visualizations to investigate purchasing behavior and repeat-customer revenue.

Sales Performance Analysis | Excel

- Organized sales data and used spreadsheet analysis to summarize performance, compare business measures, and present findings in a decision-friendly format.

Online Retail Sales Analytics | Data Cleaning & Analysis

- Examined a retail dataset containing approximately 1,545 rows and 12 columns.
- Investigated duplicate records, date-conversion issues, missing date values, and inconsistent country labels as part of data-quality preparation.