

# CHIDERA PASCAL SAMUEL

Data Analyst | Business Intelligence | Remote-Ready (EST/PST Overlap)

pchiderasamuell@gmail.com • +234 906 044 6496 • linkedin.com/in/chidera-pascal-samuel • www.chideradanalyst.xyz • Lagos, Nigeria

## PROFESSIONAL SUMMARY

Quantitative Data Analyst with 3+ years of experience engineering high-performance SQL pipelines and executive Power BI architectures. At Airtel Networks Nigeria, tracks daily degradation reports, gap analysis, range analysis, and systematic Root Cause Analysis (RCA), enforcing strict SLA compliance while monitoring Field Maintenance Engineers' (FME) performance across 2G, 3G, 4G, and 5G technologies to achieve 98.5%+ regional SLA resolution and reduce recurring downtime by 22%. Recognized as Star Performer across two competitive US-university-backed remote internships (Rochester Institute of Technology & Saint Louis University via Excelerate, 2026). Holds a B.Sc. in Mathematics, combining statistical rigor with a guaranteed 4-hour EST/PST overlap for international distributed teams.

## CORE COMPETENCIES

**Analytics & BI:** Power BI (Advanced), Tableau, Executive Reporting, KPI Development, Dashboard Design, A/B Testing, Root Cause Analysis, Statistical Analysis & Forecasting

**Languages & Tools:** SQL (CTEs, Window Functions, Optimisation), Python (Pandas, NumPy, Matplotlib, Seaborn), Advanced Excel (Power Query, Pivot Tables, Advanced Formulas)

**Engineering & Methods:** ETL Pipeline Automation, AI-Powered Data Analysis, Cross-functional Collaboration

## PROFESSIONAL EXPERIENCE

### Network Data Analyst | Airtel Networks Nigeria

June 2024 – Present | Lagos, Nigeria

- Designed and deployed 15+ interactive Power BI dashboards, improving network KPI visibility and reducing manual reporting time by 40% across regional operations teams.
- Synthesized daily degradation reports, gap analysis, and cell range metrics into automated SQL pipelines, compressing reporting turnaround from 4 hours to 45 minutes while improving data accuracy by 35%.
- Conducted systematic Root Cause Analysis (RCA) and outage investigations to enforce strict SLA compliance, isolating failure patterns that reduced network downtime by 22% quarter-over-quarter.
- Tracked and evaluated Field Maintenance Engineers' (FME) operational performance across 2G, 3G, 4G, and 5G technologies, pinpointing dispatch bottlenecks to consistently meet regional SLA resolution targets.

### Data Analyst | Balm of Gilead College

May 2022 – February 2024

- Built comprehensive performance tracking systems using Excel, Power Query, and Power BI to monitor academic outcomes and operational metrics for 500+ students.
- Streamlined reporting workflows by implementing automated data collection processes, reducing administrative data processing time by 30% and enabling real-time performance tracking for leadership.

## INTERNSHIP EXPERIENCE

### AI-Powered Data Analysis Intern — Star Performer ★ | Rochester Institute of Technology (RIT) × Excelerate

April 2026 | Remote

- Recognised as **Star Performer** — highest distinction awarded — in the AI Powered Data Analysis Remote Internship, supported by RIT's Tiger STRIPES Program and powered by Excelerate.
- Applied AI-augmented analytical models to operational datasets, delivering evaluation frameworks that earned top programme recognition from RIT Vice President of Enrollment Management.

### Data Visualisation Associate Intern — Star Performer ★ | Saint Louis University × Excelerate

April 2026 | Remote

- Awarded **Star Performer** distinction in the Data Visualisation Associate Early Remote Internship, supported by Saint Louis University and powered by Excelerate.
- Developed advanced data visualisation deliverables for a US university partner, demonstrating world-class proficiency in translating raw data into compelling visual narratives.

## EDUCATION

CERTIFICATIONS & AWARDS

- Star Performer — AI Powered Data Analysis Remote Internship — Rochester Institute of Technology (RIT) ×  
Excelerate April 2026
- Star Performer — Data Visualisation Associate Early Remote Internship — Saint Louis University ×  
Excelerate April 2026
- Proficiency in Data Analytics — DIGITECH HUB 2023

PROFESSIONAL REFERENCES

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| <b>Mr. Damian Amandi</b><br>State Delivery Manager, Network Operations   Airtel Networks Nigeria<br>Email: <a href="mailto:ogu.damian.amandi@h-partners.com">ogu.damian.amandi@h-partners.com</a>   Phone:<br>+234-816-277-1227 | <b>Mrs. Maureen</b><br>Academic Director   Balm of Gilead College<br>Phone: +234-913-475-9442 |
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