

AKON AKPAN

DATA ANALYST | VIRTUAL ASSISTANT | CUSTOMER SERVICE REPRESENTATIVE

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PROFESSIONAL SUMMARY

Detail-oriented and proactive professional with experience in Data Analysis, Virtual Assistance, Administration, and Customer Service. Skilled in data management, customer communication, scheduling, and business support. Proficient in Excel, Microsoft Office, Google Workspace, and CRM tools, with strong communication, problem-solving, and organizational skills. Reliable, adaptable, and committed to delivering accurate, efficient, and high-quality results.

EDUCATION

Bachelor of Science in Plant Science and Biotechnology

Michael Okpara University of Agriculture, Umudike, Abia State

Second Class Upper Division — May 2024

CERTIFICATIONS

- Project Management Professional — Exford Global Consult Limited (June 2025)
- Human Resources Management — Exford Global Consult Limited (June 2025)
- Administrative Virtual Assistance — Champion Coaching Academy (September 2024)
- Customer Service & Relationship Management — Exford Global Consult Limited (June 2025)
- General Health Safety & Environment Course — Exford Global Consult Limited (June 2025)
- Data Analytics — ALX

EXPERIENCE

Business Analyst — First City Monument Bank (FCMB) January 2026 – Present

- Worked closely with the Zonal Head to monitor business performance and support operational decision-making across an 8-branch zone.
- Collected, reviewed, and consolidated daily, weekly, and monthly reports from Branch Managers across all eight branches.
- Analyzed branch performance data to identify trends, gaps, and areas requiring attention or follow-up.
- Prepared consolidated reports and summaries for the Zonal Head, ensuring accurate and timely reporting.
- Coordinated with Branch Managers to obtain required data, clarify discrepancies, and ensure reports were complete and accurate.
- Monitored key business activities and followed up on outstanding action points to support the achievement of zonal business targets.
- Maintained organized records and provided administrative and analytical support to the Zonal Head and branch teams.

Tutor — Hope in God Model School (February 2025 – December 2025)

- Organized lesson schedules and managed student records efficiently.
- Communicated complex concepts clearly and effectively to students.
- Developed strong organizational, communication, and time-management skills.
- Provided administrative support and maintained accurate documentation.

Account Assistant (NYSC) — Account Department, Obubra (January 2025 – February 2025)

- Assisted with payroll processing and organized records for over 2,000 campers.

- Performed administrative duties including data entry, document processing, and file management.
- Maintained accurate records and supported smooth office operations.

Professional Tutor — Softicu Hub Technology (September 2023 – December 2023)

- Delivered training on Microsoft Excel, PowerPoint, Word, and Outlook.
- Assisted learners with technical support and productivity tools.
- Prepared training materials and managed communication with students.

Customer Service Representative — Ezugo's Building Enterprises (April 2022 – September 2023)

- Managed customer inquiries and resolved issues professionally.
- Coordinated orders, tracked deliveries, and maintained customer satisfaction.
- Implemented an order-tracking process that reduced errors by 25%.
- Handled communication and maintained positive client relationships.

CORE SKILLS

- Data Analysis & Reporting
- Business Performance Monitoring
- Data Collection & Consolidation
- Microsoft Excel & Data Management
- Virtual Assistance
- Administrative & Operational Support
- Email & Calendar Management
- Customer Support & Client Relations
- Data Entry & Record Keeping
- Microsoft Office & Google Workspace
- Scheduling & Time Management
- Problem Solving & Critical Thinking
- Written & Verbal Communication
- Attention to Detail & Accuracy
- CRM & Customer Management