







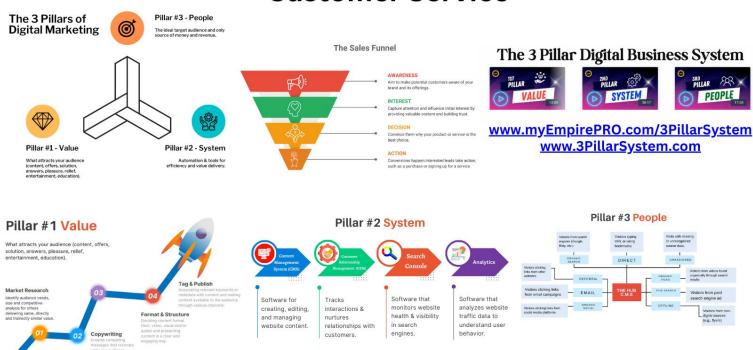






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Customer Service



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Community & Culture



Why Analytics Matters

- Understand your audience better.
- Measure campaign effectiveness.
- Optimize your marketing efforts.
- Make data-driven decisions.







Knowing Your Audience

- Who are your ideal customers?
- What are their demographics and interests?
- What problems do they face?



Customer Journey Mapping

- Identify touch points across the customer journey.
- Understand how customers interact with your brand.
- Tailor content and messaging to each stage.







Content Marketing Strategy

- Create valuable content that resonates with your audience.
- Use data to identify high-performing content types.
- Focus on content that drives conversions.



Developing a System Setting SMART Goals

- **Specific**: Clearly define your goals.
- Measurable: Track progress using key performance indicators (KPIs).
- Achievable: Set realistic targets for sustainable growth.
- Relevant: Align goals with your overall strategy.
- <u>Time-bound</u>: Define a timeframe for achieving your goals.







Website Analytics

- Track website traffic and user behavior.
- Analyze visitor data to identify areas for improvement.
- Optimize website design and content for better conversions.

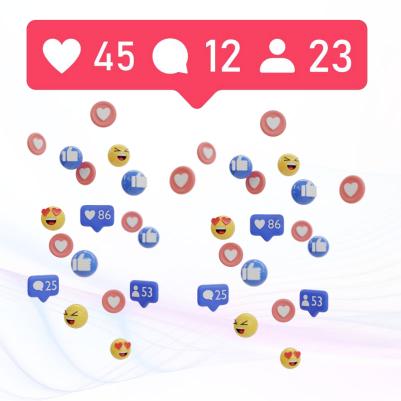


Marketing Automation

- Automate repetitive tasks to save time and resources.
- Personalize email marketing campaigns based on user data.
- Track and measure the effectiveness of your automated campaigns.







Social Media Analytics

- Track follower demographics and engagement on social media.
- Identify your best-performing social media platforms.
- Tailor content and interaction to each social media audience.



Customer Relationship Management (CRM)

- Track customer interactions across all channels.
- Personalize communication based on customer data.
- Build stronger relationships and brand loyalty.







What Next...

- Data is your key to success in digital marketing.
- Leverage analytics to build value, develop a system, and nurture relationships.
- Take action and put your learnings into practice.



Unveiling the Data Arsenal: KPIs, Metrics & Dimensions

- KPIs (Key Performance Indicators): Measure overall marketing success.
- Metrics: Specific data points used to track progress towards KPIs.
- Dimensions: Categories that segment your data for deeper analysis.





Website Traffic KPIs & Metrics

- Website Traffic (Sessions): Total number of user visits to your website.
- Unique Visitors: The number of individual users visiting your site.
- <u>Pageviews</u>: The total number of pages viewed during website sessions.
- Bounce Rate: Percentage of visitors who leave after viewing only one page.
- Average Session Duration: The average amount of time users spend on your website.



User Engagement KPIs & Metrics

- <u>Social Media Engagement</u> (Likes, Shares, Comments): Measures audience interaction on your social media posts.
- **Email Open Rate**: The percentage of email recipients who open your email message.
- Click-Through Rate (CTR): The percentage of people who click on a link within your content.
- <u>Time Spent on Content</u>: The average amount of time users spend engaged with your content (articles, videos etc.).



Conversion KPIs & Metrics

- Conversion Rate: The percentage of visitors who take a desired action (purchase, signup etc.).
- Lead Generation Rate: The number of leads generated through your marketing efforts.
- Customer Acquisition Cost (CAC): The cost of acquiring a new customer.
- Customer Lifetime Value (CLV): The total revenue a customer generates over their relationship with your brand.



REAL PEOPLE, REAL RESULTS



The 3 Pillar Digital Business System







<u>www.myEmpirePRO.com/3PillarSystem</u> <u>www.3PillarSystem.com</u>