
BENSON KIMANI MUKURIA

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PROFILE

I am a detail-oriented data analyst with a background in computer science and hands-on experience in data analysis, visualization, and problem-solving. I enjoy using tools like **Power BI**, **SQL**, and **Excel** to turn raw data into meaningful insights. I have a knack for creating clear, interactive dashboards that help teams make better decisions. I'm also comfortable collaborating with others to solve technical challenges and improve processes.

TECHNICAL SKILLS

- **Programming Languages:** R, SQL, Python (basic)
 - **Data Visualization:** Power BI, R Shiny, Excel
 - **Data Transformation:** Power Query, Excel
 - **Tools:** Power BI, Excel, R Studio, SQL Server
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EDUCATION

Dedan Kimathi University of Technology, Nyeri

Bachelor of Science in Computer Science | May 2017 – May 2021

PROFESSIONAL EXPERIENCE

ICT Intern

Ministry of Education, Kajiado | May 2024 – Present

- Set up and configured ICT systems in over 70 schools, ensuring they worked smoothly and addressing any technical issues that arose.
- Trained school staff on how to use ICT tools effectively, helping them make the most of available technology.
- Regularly maintained computer systems to keep them running efficiently and reduce downtime.
- Kept track of ICT equipment and managed its distribution, ensuring everything was accounted for.
- Worked with teams to troubleshoot technical problems and find practical solutions.
- Used system performance data to identify areas for improvement and suggest ways to optimize ICT infrastructure.

Data Analyst Intern

National Social Security Fund (NSSF) | July 2022 – July 2023

- Worked with teams to analyze data and create visual reports using **Power BI** and **R Shiny**, making it easier for stakeholders to understand key insights.
- Built and updated interactive dashboards, which helped improve decision-making efficiency in benefit processing by 20%.
- Verified data accuracy in the Registration department, ensuring all member information was correct and reliable.
- Assisted the finance team by analyzing financial data and preparing reports for forecasting and planning.
- Identified trends in data and provided recommendations to address risks and opportunities.

IT Support Intern

Kenya Power and Lighting Company (KPLC) | January 2020 – April 2020

- Installed and maintained systems like Customer Service, Design and Construction Systems, and Microsoft Office, ensuring they worked properly.
- Set up and managed printers, both locally and over the network, to streamline printing processes.
- Performed maintenance tasks like formatting computers and installing operating systems to keep systems running smoothly.
- Handled networking tasks, including setting up routers, activating ports, and resolving IP phone issues.

CERTIFICATIONS

Google UX Design

- Learned how to understand user needs, define problems, and come up with solutions to improve user experiences.
- Gained experience in planning and conducting research studies to guide design decisions.

IBM Data Analytics

- Improved my skills in Excel, including data cleaning, pivot tables, and creating charts.
 - Learned how to use SQL for querying databases and integrating it with R for analysis.
 - Gained experience in creating visualizations and dashboards using **R Shiny**.
 - Practiced presenting data insights in a clear and engaging way.
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PROJECTS

HR Attrition Analysis and Dashboard Development

Tools Used: Power BI, Power Query, Excel

- Analyzed HR data to understand why employees were leaving and identified key factors like department, job role, and salary level.
- Cleaned and prepared the data using **Power Query**, ensuring it was accurate and ready for analysis.
- Created visualizations like bar charts and Pie charts in **Power BI** to highlight important trends.
- Built an interactive dashboard that allowed HR managers to explore attrition data and filter it by different categories.
- Provided recommendations to reduce employee turnover, such as improving job satisfaction and addressing pay gaps.
- **Project Link:** [HR Attrition Analysis Project](https://bensonmukuria.github.io/Projects/Hr_analysis.html) (https://bensonmukuria.github.io/Projects/Hr_analysis.html)

Key Achievements

- Increased **claims processing efficiency by 20%** at NSSF through better data analysis methods.
 - Ensured **100% accuracy in data validation** and reporting, supporting reliable decision-making.
 - **Developed interactive dashboards** that made it easier for teams to access and understand data.
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