

## **Emily Nyambura Kagai**

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### **Experience Summary**

Over 7 years of experience in case management, data analysis and operational support across humanitarian programs in Sub-Saharan Africa. Skilled in field coordination, stakeholder engagement and streamlining workflows to boost efficiency. Skilled at managing large datasets, supporting cross-functional teams, and using data-driven tools to inform decision-making. Known for attention to detail, accountability and impact in fast-paced, mission-driven environments. Currently expanding my skill set in software development to build digital solutions that improve program delivery and innovation. My motto is to give my best in everything I do.

### **Skills**

#### **Technical Skills:**

- Data analysis: Excel (Pivot Tables, VLOOKUP, Formulas), Google Sheets
- Data Visualization: Power BI (Power Query, Dashboards, DAX)
- Data querying and Extraction: SQL
- Database Management

#### **Soft Skills:**

- Attention to detail and accuracy
- Strong decision-making and problem-solving
- Team-oriented and adaptable
- Client-focused communication
- Highly organized and time-conscious

### **Work Experience**

#### **Church World Service| Program Caseworker**

**Sep 2022 – Mar 2025 | Remote & Field-Based**

- Conducted qualitative interviews and field research to support complex resettlement case evaluations across Sub-Saharan Africa.
- Supported real-time data collection, validation and tracking for thousands of case files using START database.
- Coordinated with stakeholders (UNHCR, IOM, host governments) to manage data flows, field logistics and schedules.
- Drafted memos, summaries and internal reports used for decision-making and case actions.
- Managed case pipeline reports and supported cross-country learning and adaptation efforts.
- Provided technical support to staff on case tracking tools and data handling procedures.
- Maintained secure file transmission protocols and data integrity across mission sites.
- Responded to inquiries professionally through the Inquiries Mailbox, ensuring timely and accurate communication with clients and partners.

- Processed travel expenses and contractor payments in line with financial procedures, ensuring alignment with program budgets.

#### **Achievements:**

- Designed and implemented dashboards that optimized team workflows and improved efficiency during field deployments.
- Facilitated training sessions to onboard and mentor newly hired staff, strengthening team capacity and consistency in case processing.

### **Church World Service| Case Processing Assistant**

**Oct 2021 – Aug 2022 | Nairobi, Kenya (Hybrid: Remote & Onsite)**

- Led task planning and monitored case milestones within the USRAP pipeline, focusing on data completeness and timelines.
- Reviewed SOPs and developed data entry and documentation guides for enhanced team performance.
- Conducted internal data quality checks and collaborated with teams to resolve anomalies.
- Managed data inputs for medical processing, collaborating with panel sites to align results with case records.

#### **Achievements:**

- Mastered START database system in a short timeframe, improving team productivity.
- Supported adjudication missions by maintaining real-time case data and reporting tools in high-pressure environments.

### **Refugee Status Determination Officer| Department of Refugee Services**

**Jan 2019 –Sep 2021 | Nairobi, Kenya**

- Conducted structured asylum interviews and generated legally grounded assessments using Country of Origin Information research.
- Analysed protection trends and used data insights to inform decision-making and country policy engagement.
- Entered and maintained refugee data in UNHCR database.
- Contributed to data-sharing protocols and ensured alignment with data protection and privacy principles.

#### **Achievements:**

- Spearheaded a remote interviewing pilot program using Microsoft Teams, enhancing service accessibility.
- Recognized for conducting the highest number of interviews in 2019 and 2020.
- Promoted for excellence in data-driven decision-making and assessment quality.

## **Refugee Status Determination Clerk |Department of Refugee Services**

**July 2017 – Dec 2018 | Remote & Nairobi, Kenya**

- Scheduled interviews and maintained tracking systems for case progress.
- Issued decision letters and maintained detailed physical and digital case files.
- Cross-referenced asylum data with partner agencies and managed communication records.
- Supported payroll and contractor payment processes in line with finance protocols.

### **Achievements:**

- Adapted quickly to the transition from ProGres V3 to ProGres V4, ensuring a seamless adjustment to the new system
- Consistently exceeded performance targets, scheduling and completing up to 90 interviews per day.
- Implemented measures to enhance office organization and improve team productivity

## **Data Management Operator | Digital Divide Data Kenya Limited**

**Dec 2011 – Feb 2017 | Nairobi, Kenya**

- Provided data entry and quality control support for digitization projects involving large-scale documentation.
- Maintained confidentiality and accuracy while managing sensitive information for international clients.

### **Achievements:**

- Led and completed field research projects in Kisumu and Machakos.
- Received commendation from international clients for exceeding data quality expectations.

## **Education**

- **Software Development**  
Power Learn Project - Jul 2025-Present
- **Certificate in Data Analytics (Excel, SQL, Power BI)**  
Moringa School - Mar to Jun 2025
- **Bachelor of Commerce**  
Kenya University - 2016

**Languages:** English (Fluent) Swahili (Native) French (Working Proficiency)