

EMMACULATE WAMBOI

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OBJECTIVE

Apply my professional competencies and technical skills diligently to achieve different goals set at institutional/organizational and/or corporate levels. Also, I target to get a wealth of technical skills and experience for my engagements that will position me to be competitively reliable in the job market.

EXPERIENCE

- **Independent Electoral and Boundaries Commission** 2022 - 2022
Deputy Presiding Officer
 - Collect and ensure security of all Election materials.
 - Oversee efficient and effective management of the election before, during and after the by election.
 - Ensure good conduct of elections in the polling station.
 - Counting, tallying and announcement of provisional results at the polling station and delivering the same to the RO.
 - Ensure safe custody of all entrusted documents, document handover of all election materials and equipment to the RO after the Election.
 - Assist in the training of polling/counting clerks.
 - Any other duties as assigned by the Returning Officer.
- **CCI kenya** 2021 - 2022
customer Care Agent
 - Answer inbound and outbound calls in a timely manner.
 - Respond to Emails in the required time.
 - Evaluate customers problems and provide quick responses and accurate
 - Created rapport with customers by engaging the customers.
 - Ensured all the customers complaints are well taken care of by making proper escalations when needed to.
- **CSV Research** 2021 - 2021
Data Analyst Intern (Remote)
 - Managed and updated the database on a day to day basis
 - Worked closely with the marketing team and came up with great marketing materials
 - Developed powerpoint presentations on a day to day basis depending on the type of course that was being taught
 - Generation of weekly and monthly reports
 - Managed a team of 10 people.
 - Key achievements
 - Developed a client based database
 - Managed to set up a personal website
- **Kenya National Bureau of Statistics** 2019 - 2020
Research Assistant
 - Administered the research questionnaire through PAPI.
 - Performed follow-up on responses and ensured any other useful information is collected for validation.
 - Recorded comments and questionnaires that weren't adequately answered.
 - Prepared and submitted daily reports to the supervisor
 - Provided research support and other duties as assigned by the supervisor.
 - Key achievements
 - Assisted in data cleaning
- **Telkom Enterprise** 2019 - 2019
Project management
 - Managed a group of sales representatives and contractors
 - Monitor progress and make adjustments when required
 - Ensure the right standards are met.
 - Develop and manage a detailed work schedule and work plan to meet the desired deadlines.
 - Provide project updates consistently to the stakeholders regarding the progress.

- Determine the project scope and objectives.
- Assisted in marketing the product as we progressed.

- **Safaricom limited**

2018 - 2019

sales and marketing Representative

- Provided product information and advice to customer
- Performed acquisition of tower building with clear documentation
- Documented sales by creating and updating customer profiles.
- Contributed in the increase of the monthly sales by 10%
- Guided customers on the payment procedure and notified them on new product.
- Contributed to team effort by accomplishing related results as needed.

EDUCATION

- **UDACITY**

Data Analytics Nanodegree

2022

- **MACHAKOS UNIVERSITY**

Bsc in statistics and programming

2018

second class

- **KAPKENDA GIRLS HIGH SCHOOL**

Highschool Certificate

2013

B

SKILLS

- Analytical and problem solving skills
- Planning, time management and organizational skills
- Communication and performance monitoring
- Statistical Analysis
- Python & SQL
- Data Visualization(Power BI, Tableau)
- Statistical Programming languages
- Microsoft Suit (Word, Excel, PowerPoint)
- Google analytics
- Attention to details
- Data Management
- HTML & CSS

PROJECTS

- **WeRateDogs Twitter account**

I analyzed the Twitter account which is dedicated to rating dogs. In this project, I mainly tested my data-wrangling skills.

The project is available on my GitHub.<https://github.com/Ewamboi>

ACHIEVEMENTS & AWARDS

- Google Certification in Data Analytics
- Microsoft Database Fundamentals
- CISCO IT Essentials
- Udacity Nanodegree in data analytics

REFERENCE

- **Upon request**