Data Analyst & Researcher

JAYSON GOR

+254715345195 | gorjayson4@gmail.com
https://www.linkedin.com/in/jayson-gor
Portfolio: https://jayson-gor.github.io/Jayson_Gor.github.io/
Nairobi, Kenya

Skills

- SQL (SQL Server, MySQL, PostgreSQL) querying and manipulation
- Python (Pandas, NumPy, SciPy, MatPlotLib)
- Tableau
- Excel (VLookup, Conditional Formatting, Pivot Tables)
- Cloud computing (AWS and Google Cloud)
- PySpark
- Microsoft Power BI
- Machine Learning (Regression, clustering, and classification)
- Statistics
- Data Collection, Cleaning and Transformation
- Domain Knowledge
- Problem-solving and Critical Thinking
- Proficient in using GitHub for version control
- AWS Services (Amazon S3, Amazon Redshift, Amazon DynamoDB, Amazon RDS, Amazon Athena, Amazon Kinesis, Amazon Glue, Amazon Lambda, Amazon QuickSight, Amazon IAM, Amazon CloudWatch)
- Customer Support(Customer Relationship Management System)
- Linux and Windows Administration
- Networking Skills and knowledge (TCP/IP, DNS, and routing)
- Business Analytics
- Snowflake
- Data Visualization and Reporting
- Google Cloud Platform (Cloud Storage, BigQuery, Cloud SQL, Dataflow, Looker Studio)
- Collaboration and Communication
- Teamwork
- Documentation and reporting
- Project Management
- Data warehouse
- Exploratory Analysis
- User Behavior Analysis
- Data Quality Assurance
- Data Integration and Management
- Performance tracking and Predictive analysis
- A/B Testing and Experimentation
- Advanced SQL (Windows Functions, CTEs, Stored Procedures)

Summary

I am a passionate Data Analyst with a solid technical background, and my mission is to turn complex data into actionable insights that drive business decisions. With a Computer Science degree and extensive experience working in various data-intensive roles, I have honed my skills in SQL, Python, Power BI, Tableau, and Cloud Computing. One of my key strengths is bridging the gap between technical data analysis and business strategy. I have a proven track record of designing and implementing data systems, conducting comprehensive data analysis, and presenting findings in a clear, understandable manner to both technical and non-technical stakeholders. In my role as a Swahili Data Analyst, I have been able to combine my language skills with my technical abilities to provide unique insights into the realm of online hate speech control and child safety. I have also demonstrated my ability to design and manage databases during freelance projects. I strongly believe in data's power to drive change and solve complex problems. My enthusiasm for data analysis extends beyond the professional sphere - I regularly undertake personal projects to explore new data sets and further develop my skills. In addition to my technical abilities, I am a strong team player, problem-solver, and project manager. I am confident in my ability to oversee projects from inception to completion, ensuring that all data analysis and reporting are accurate, timely, and meet stakeholder requirements. As a lifelong learner, I always seek new challenges and growth opportunities. Whether diving into a new dataset, learning a new programming language, or tackling a complex business problem, I'm always ready to roll up my sleeves and work. Feel free to connect with me for opportunities or if you want to chat about data analysis!

Work Experience

SWAHILI DATA ANALYST – ACTIVE FENCE – Tel Aviv, Israel   August 2022 - Present

- Collecting data in the Swahili language from various sources such as social media, surveys, and other online platforms
- Preparing reports and presenting data findings to stakeholders, including management, clients, or other team members
- Being proficient in using various data analysis tools and technologies such as Excel, Google Sheets, Python, SQL, and Tableau.
- Managing projects from start to finish, including setting project timelines, milestones, and budgets
- Working closely with other team members to ensure that data analysis and reporting are accurate, timely, and meet stakeholder requirements
- Collaborated with a team to create a Google Sheets dashboard to track and visualize project progress and data metrics
- Set up and managed an AWS instance to store and process data for a project on political sentiment analysis
- Translated hundreds of Swahili text data for the hate speech team, enabling the company to control online hate on social media better
- Conducted in-depth research on CSAM on various social media platforms for the Child Safety team, which included collecting qualitative data, categorizing it, and presenting insights to the team
- Collected and analyzed data from social media platforms such as Twitter, Facebook, and Instagram to identify emerging trends in the sextortion of minors
- Collecting data in the Swahili language from various sources such as social media, surveys, and other online platforms
- Preparing data for analysis by cleaning and processing it, such as removing duplicates, handling missing data, and formatting data.
- Translating Swahili data to English or any other required language for effective communication.

CUSTOMER SERVICE ANALYST – Fiverr Enterprise   January 2021 - June 2022

- Assisted with the collection of data from various sources such as internal databases, external APIs, or public data sources
- Served as the primary technical point of contact for assigned customers, providing Tier 1 and 2 support
- Transformed and filtered data by using aggregating and filtering functions to improve the reporting process
- Responded to customer inquiries via phone, email, and web-based ticketing system, documenting all interactions in the CRM
- Diagnosed technical issues by reviewing system logs, configurations, and error messages
- Researched solutions to problems and developed workarounds when necessary
- Escalated complex issues to Tier 3 support or product development as needed
- Updated customers on the status of their tickets and provided regular follow-up until the issue is resolved
- Trained customers on new features and functionality as needed
- Transformed and filtered data by using aggregating and filtering functions to improve the reporting process
- Developed and maintained strong relationships with customers, serving as a trusted advisor for performance
- Proactively identified opportunities to improve the customer experience and made recommendations to

management
- Performing various data analyses, data cleaning, and data visualization
- Streamline data processing and ensure data accuracy
- Tasked with designing, conducting, and analyzing A/B tests to evaluate the effectiveness of different strategies and optimize business performance.
- Assisted with the creation and maintenance of technical documentation

DATA ANALYST INTERN – Avery East Africa   January 2020 - December 2020

- Assisted with the collection of data from various sources such as internal databases, external APIs, or public data sources
- Helped to clean and preprocess data to ensure its quality and accuracy.
- Assisted in the development and execution of data analysis plans, including the use of statistical software and programming languages such as Python
- Helped create data visualizations using tools like Excel, Tableau, or Power BI to communicate insights to stakeholders.
- Assisted in preparing reports and documentation to summarize findings and recommendations.
- Collaborated with other members of the data analyst team and other departments to ensure the accuracy and completeness of data analysis.
- Utilized GitHub for version control and collaboration with team members on multiple software projects.
- Managed pull requests and resolved merge conflicts to ensure code quality and consistency.
- Applied data analysis skills to address customer complaints and support the finance team at Avery East Africa.
- Leveraged data cleaning and text analysis techniques to identify significant customer complaint
- Designed and delivered a linear regression model for enhanced data insights.
- Demonstrated expertise in customer support and problem-solving.
- Utilized AWS cloud services to support data analytics and model deployment.
- Achieved an 88% model accuracy and a 34% lift, showcasing AWS cloud expertise.

DATA MANAGEMENT SPECIALIST – Paytech Limited   January 2019 - December 2019

- Helped to clean and preprocess data to ensure its quality and accuracy.
- Was responsible for ingesting data from various sources like databases, APIs, CSV files, etc.
- Ensuring the data is collected accurately and any errors or anomalies are resolved before processing.
- Responsible for ensuring data quality. Performing data validation, cleansing, enrichment, and
- transformation to ensure that data is accurate, complete, and consistent
- Ensured that the organization's data was handled and managed according to established standards, policies, and procedures. This includes maintaining data lineage, documenting data flows, and ensuring data security and compliance.
- Ensured data storage, backup, and archiving. Ensuring that the organization's data is secure, available, and accessible to authorized personnel.
- Working closely with other teams to ensure data availability and integrity.
- Provided technical support and troubleshooting for data-related issues

DATABASE MANAGEMENT SPECIALIST – Ndafa Holding

January 2018 - December 2018

- Helped to clean and preprocess data to ensure its quality and accuracy.
- Emphasized experience in organizing and maintaining documentation for data warehouse management.
- Emphasized proficiency in basic optimization of databases, database migrations, and working with SQL Server Management Studio (SSMS).
- Designed and developed ETL pipelines in collaboration with the data engineering team.
- Contributed to enhancing existing data pipelines and reports for efficient access to relevant data.
- Facilitated and supported product backlog management in collaboration with product owners.
- Contributed to the maintenance and continuous improvement of data infrastructure.
- Served as the day-to-day point of contact for data quality assurance activities.
- Provided technical support and troubleshooting for data-related issues.
- Combined structured and unstructured data to create comprehensive datasets.
- Strong skills in writing complex SQL queries and retrieving and manipulating structured data.

DATA SPECIALIST – Qawaida Technologies

December 2016 - June 2017

- Spearheaded the creation of a Power BI dashboard, aiding clients in comparing diverse employee benefit packages.
- Performed routine maintenance tasks, such as backups, data archiving, and performance tuning, to ensure that the database operates efficiently and without any errors
- Managed database security by setting up user accounts, assigning privileges, and ensuring data privacy and protection
- Helped design, develop, and implement data models that are efficient and easy to maintain.
- Troubleshoot any issues with the database, including performance, connectivity, and other technical problems.
- Created and maintained technical documentation related to database management, including procedures, policies, and best practices
- Worked closely with other IT professionals, such as software developers, network engineers, and system administrators, to ensure the database was integrated smoothly with other systems and applications.
- Implemented DAX and Excel techniques to transform and process client data, ensuring data completeness and validity.
- Utilized GitHub for version control and collaboration with team members on multiple software projects.
- Offered technical insights to clients, showcasing the potential of fully utilizing their data by introducing innovative technologies.
- Collaborated with clients to identify optimal metrics for display on the final product, aligning with their specific needs and objectives.
- Demonstrated expertise in data presentation and visualization.
- Produced interactive charts, maps, and graphs, empowering stakeholders with insights into key business metrics and trends.

DATA ASSISTANT – Ndula Footwear

January 2016 - August 2016

- Installed and configured database management software, including troubleshooting any issues during installation.
- Performed routine maintenance tasks, such as backups, data archiving, and performance tuning, to ensure that the database operates efficiently and without any errors
- Managed database security by setting up user accounts, assigning privileges, and ensuring data privacy and protection
- Helped design, develop, and implement data models that are efficient and easy to maintain
- Troubleshoot any issues with the database, including performance, connectivity, and other technical problems.
- Created and maintained technical documentation related to database management, including procedures, policies, and best practices
- Worked closely with other IT professionals, such as software developers, network engineers, and system administrators, to ensure the database was integrated smoothly with other systems and applications.
- Monitored the database's performance and optimized it for maximum efficiency, including tuning SQL queries and other database-related tasks.
- Utilized GitHub for version control and collaboration with team members on multiple software projects.
- Managed pull requests and resolved merge conflicts to ensure code quality and consistency.

Education

BACHELOR OF COMPUTER SCIENCE – Chuka University – Chuka, Kenya
KENYA CERTIFICATE OF SECONDARY EDUCATION – Maranda High School- Siaya, Kenya
MAJORS: Data Analytics, CISCO, Business Analytics with Excel, Python and data analysis, Introduction to Data Science