

Alphonso J. Saiewane

Data Science Practitioner

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As a Data Science, International Trade Policy, and Customs Trade and Revenue Practitioner, I bring over 10 years of experience in data management, statistical analysis, and trade revenue forecasting. I excel at analyzing complex datasets to generate actionable insights that enhance operational efficiency and strategic decision-making. With a proven track record in process optimization, I have successfully driven customer satisfaction improvements and achieved significant time savings in financial reporting. Highly proficient in Machine Learning, Data Architecture, Predictive Modeling, and Financial Analysis, I specialize in developing scalable, data-driven solutions to optimize business operations. Adept at collaborating with cross-functional teams, I drive data-driven strategies that align with business and policy objectives. Ready to leverage my technical expertise and analytical acumen to deliver impactful solutions in a dynamic and evolving environment.

Work Experience

Data Analyst

01/2025 – Present

Georgia Applied Systems • Riverdale, GA, USA

- Scrutinized customer work order data to identify trends, efficiency metrics, and opportunities for enhancing service delivery.
- Leveraged data insights to propose and implement innovative process improvements that increased customer satisfaction and operational efficiency.
- Engineered and maintained regular reports and dashboards that deliver actionable insights into customer service operations.
- Ensured the accuracy and security of customer data by adhering to best practices in data management and regulatory compliance.
- Collaborated closely with customer service and Technical departments to devise data-driven strategies addressing customer needs and supporting business objectives.

Teacher Assistant (CAS)

08/2023 – Present

American University • Washington DC, USA

- Assisted with lesson planning and classroom management.
- Provided support to students requiring additional help with tasks or concepts.
- Facilitated grading processes and maintained accurate record-keeping.
- Monitored student engagement during activities.
- Supported classroom technology implementation.
- Performed necessary clerical duties.

Manager: Technical Officer

07/2015 – 08/2023

Liberia Revenue Authority – Customs Department • Liberia

- Supervised the preparation of national trade statistics, ensuring accuracy and timeliness.
- Conducted comprehensive analysis relating to customs, revenue, and macroeconomics for both internal and external partners.
- Executed revenue forecasting and predictive modeling for Customs offices.
- Orchestrated training sessions for technical officers in ASYCUDA, Stata, R, Excel, etc.
- Facilitated meetings and executed action items for the Commissioner of Customs.
- Managed staff performance and established team goals.

Manager of Statistics, Analysis and Forecast

07/2014 – 07/2015

Liberia Revenue Authority – Policy Division • Liberia

- Designed a comprehensive framework for generating, processing, analyzing, and reporting customs and revenue data.
- Contributed significantly to policy reports for the Commissioner-General and other senior government officials.
- Managed staff performance while approving employee work plans.
- Collaborated with the Ministry of Finance, national legislature, Central Bank of Liberia, and other stakeholders to coordinate efforts on forecasting and policy.

Director of Statistics

12/2012 – 07/2014

Ministry of Finance – Bureau of Customs and Excise • Liberia

- Compiling statistics, conducting analyses, and preparing reports on trade for the Commissioner of Customs and other senior government officials.
- Engineered methodologies and report formats for data presentation.
- Oversaw staff performance and established team objectives.

Assistant Director

03/2011 – 12/2012

Ministry of Finance – Bureau of Customs and Excise • Liberia

- Compiled statistics, conducted analyses, and prepared reports on trade for the Commissioner of Customs and other senior government officials.
- Engineered methodologies and report formats for data presentation.
- Oversaw staff performance and established team objectives.

Senior Statistician

04/2010 – 02/2011

Ministry of Finance – Bureau of Customs and Excise • Liberia

- Devised survey questionnaires for the collection of primary and secondary data.
- Authored a manual providing guidance and instruction for survey interviewers.
- Analyzed and updated trade and revenue data.

Junior Statistician Ministry of Finance – Bureau of Customs and Excise • Liberia <ul style="list-style-type: none"> Devised survey questionnaires for the collection of primary and secondary data. Authored a manual providing guidance and instruction for survey interviewers. Analyzed and updated trade and revenue data. 	05/2009 – 03/2010
Data Entry Clerk Ministry of Finance – Bureau of Customs and Excise • Liberia <ul style="list-style-type: none"> Reviewed and entered data into the database, ensuring high accuracy. Assisted in establishing an efficient records management system. 	07/2008 – 04/2009
Filing Clerk Ministry of Finance – Bureau of Customs and Excise • Liberia <ul style="list-style-type: none"> Reviewed and entered data into the database, ensuring high accuracy. Assisted in establishing an efficient records management system. 	02/2007 – 07/2008
Presiding Officer National Election Commission • Liberia <ul style="list-style-type: none"> Managed polling station operations, trained polling staff, and communicated effectively with the NEC Electoral Supervisor. 	10/2005 – 12/2005

Education

Master of Science - Data Science American University • Washington DC, USA	08/2023 – Present
Master of Science - International Trade Policy, Development, and Law Lund University • Sweden, Sweden	02/2016 – 11/2018
Executive Certificate - Negotiation Harvard University, Kennedy School of Government • Cambridge, USA	04/2017 – 04/2017
Bachelor of Business Administration - Accounting University of Liberia • Monrovia, Liberia	03/2010 – 05/2013
Bachelor of Business Administration - Management University of Liberia • Monrovia, Liberia	04/2002 – 04/2009

Skills

R programming

Intermediate python

ASYCUDA World

Excel

Ms. Word

PowerPoint Presentation

Oracle 11g/12c: Introduction to SQL

SQL

Data Quality Assurance

Database Design

Problem-Solving

Integration

Documentation

Communication

Collaboration

Languages

English