**Customer Experience Analytics for Fintech Apps**

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[**Task 1: Data Collection and Preprocessing**](#_Task_1:_Data)

[**Task 2: Sentiment and Thematic Analysis**](#_Task_2:_Sentiment)

[**Task 3: Store Cleaned Data in Oracle**](#_Task_3:_Store)

[**Task 4: Insights and Recommendations**](#_Task_4:_Insights)

[**Pulling Everything Together**](#_Pulling_Everything_Together)

**Overview of the project**

This is a data engineering challenge to analyze customer satisfaction with mobile banking apps in Ethiopia by:

1. Scraping reviews from Google Play Store
2. Analyzing sentiment and themes
3. Storing data in Oracle database
4. Providing insights and recommendations

# Task 1: Data Collection and Preprocessing

# Task 2: Sentiment and Thematic Analysis

# Task 3: Store Cleaned Data in Oracle

# Task 4: Insights and Recommendations

# Pulling Everything Together