

Nyerere, Julius Nyambok

+254 714877754
jnyambok14@gmail.com

Data Analyst

Portfolio: julius-nyerere.dev
github.com/Jnyambok
linkedin.com/in/julius-nyerere

SKILLS

Programming:	Python, SQL, JavaScript
Visualization:	Power BI, Microsoft Excel
Frameworks:	Cross Industry Standard for Data Mining and Machine Learning (CRISP-DM), Scikit-learn, TensorFlow
Versioning and CI/CD:	GitHub Actions, GitLab CI/CD, Git
Cloud Computing:	Infrastructure as Code such as Terraform, Azure, AWS
Personal Skills:	Strong critical thinking, analytical skills, Attention to detail and accuracy, Collaboration and teamwork and Excellent communication and presentation skills, Familiar with data governance principles and data privacy regulations i.e Data Protection Act. 2019

TECHNICAL EXPERIENCE

SERVICE DESK ANALYST

Kenya Commercial Bank Group (KCB)

March 2023 - Present

Nairobi, Kenya

- **Branch Customer Support:** Onboarded new users to the new ITSM tool, delivered training sessions and emphasized the importance of data-driven decision-making and efficient query handling
- **Data Analysis & Insights:** Designed and maintained interactive dashboards using Power BI to track project progress and experiments, resulting in a 50% increase in reporting efficiency. Analyzed call resolution data to identify bottlenecks and provide data-driven insights for service improvement, demonstrating strong analytical and problem-solving skills
- **Data Preparation & Modelling:** Collaborated with the Instana Data Engineering team to design and implement a scalable and reliable model for the Instana monitoring tool and successfully deployed it into production. This model served as the foundation for creating interactive dashboards that provided valuable insight into system performance, application behavior, and health.
- **Continuous Learning & Improvement:** Spearheaded the re-engineering of standard operating procedures using tools such as Python and Microsoft Power Automate that led to the improvement of four key functional areas such as weekend scheduling.

SALES DATA ANALYST

Tropical Heat Group

August 2022 - January 2023

Red-Hill, Kiambu

- **Data Visualization & Reporting:** Developed and maintained sales dashboards in Microsoft Excel, improving reporting accuracy for 20 million KSH worth of sales with 97% on-time delivery. In-depth sales data analysis was performed to identify trends and support business decisions.
- Ensured daily, weekly, monthly, and quarterly reviews and supported internal business partners on decisions around appropriate corrective actions
- **Data Collection:** Supported the sales field team by providing technical assistance and front-line support to 30+ agents throughout the country.
- **Collaboration & Stakeholder Engagement:** Engaged cross-functional teams to define goals, metrics and success criteria, contributing to a 20% increase in sales in 2022.

DATA ANNOTATOR/ ANALYST

Cloudfactory Kenya

April 2021 - August 2022

Remote, Worldwide

- **Data Analysis and Quality:** Leveraged large complex datasets for clients such as Ibotta to determine customer preferences based on various experiments and identified anomalies in product purchases.
- **Data Preparation:** Sorted and prepared over 1000 documents, bills, and receipts for data entry. Achievements included being ranked among the top 50 agents in the CloudFactory agent leaderboard for 2021.

EDUCATION

Bachelor Of Science In Informatics And Computer Science

Strathmore University

ACHIEVEMENTS AND OTHER WORKS

Certifications include **Google Data Analytics certificate** and **IBM Data Scientist certificate**
Intermediate Data Science Mentor at **Everything Data** - Mentoring young inquisitive data enthusiasts
Currently pursuing a certification in **AWS Certified Machine Learning Engineer- Associate** certification.
Data Science technical writer for **TowardsAI** and **Dev Genius**