

Joseph Mugare

[Nairobi, Kenya] | joemugare@gmail.com | +254 720 957 180 | [LinkedIn](#) | [GitHub](#)

Professional Summary

Highly analytical and results-driven Data Analyst with a robust foundation in statistical analysis, data manipulation, and visualization techniques. Delivered actionable insights that led to a 12% reduction in operational costs and an 18% increase in customer retention. Proven track record of developing and implementing data-driven strategies that enhance operational efficiency and reduce costs. Adept at leveraging cutting-edge technologies and tools to deliver actionable insights that drive business success. Committed to continuous learning and professional growth through industry research, self-directed learning, and professional development.

Core Competencies

- **Data Analysis & Visualization:** Advanced proficiency in Excel, Power BI, Tableau, Google Data Studio
 - **Programming & Data Tools:** Python (Pandas, NumPy, Matplotlib, Seaborn): Used in developing predictive models and automating data analysis tasks for Biohazard Waste Solutions, resulting in an 18% increase in customer retention. R, SQL (MySQL, PostgreSQL), MongoDB: Applied in building ETL pipelines and optimizing data storage solutions at Colgate-Palmolive, leading to a 30% reduction in manual processing time.
 - **Cloud & Big Data Technologies:** AWS, Docker, Kubernetes
 - **Other Skills:** Statistical Analysis, A/B Testing, Data Cleaning, Business Intelligence, Google Analytics, Predictive Modeling
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Professional Experience

Data Analyst

Colgate-Palmolive, Nairobi

January 2023 – Present

- Conducted comprehensive data analysis using regression models and time-series forecasting to optimize supply chain operations, achieving a 12% reduction in operational costs.
- Designed and implemented interactive dashboards and automated reports for key stakeholders, enhancing decision-making efficiency.
- Developed ETL pipelines to streamline data extraction, transformation, and loading, reducing manual processing time by 30%.
- Collaborated with cross-functional teams to identify key performance indicators (KPIs) and establish data governance best practices.

Data Analyst

Biohazard Waste Solutions, Nairobi

June 2020 – December 2022

- Led a customer segmentation initiative using K-means clustering to identify high-value customer segments, resulting in an 18% increase in customer retention.
- Created predictive models to anticipate service demand, enabling proactive resource allocation and cost optimization.

- Regularly presented detailed analytical reports to senior management, facilitating data-driven strategic decisions.

Network Administrator

Dimension Data, Nairobi

July 2013 – December 2020

- Ensured network integrity by implementing advanced cybersecurity protocols, mitigating risks of data breaches and unauthorized access.

NOC Support

Liquid Telecom, Nairobi

February 2010 – April 2013

- Monitored network performance using industry-standard tools such as SolarWinds, Nagios, and Wireshark.
 - Diagnosed and resolved network issues promptly, minimizing downtime and ensuring service reliability.
 - Documented network configurations and procedures, contributing to knowledge management and compliance.
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Education

Bachelor of Information Technology

KCA University, Nairobi

January 2009 – December 2011

Certifications

- **CCNA**, Zetech (*February 2023 – June 2023*)
 - **Python Data Science**, edX Harvard (*January 2023 – June 2023*)
 - **MySQL**, edX Stanford (*February 2023 – June 2023*)
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Professional Certifications

- AWS Solution Architect, AWS (*February 2023 – Present*)
 - Python Data Science, IBM
 - Scala, IBM
 - Docker and Kubernetes, IBM
 - Data Visualization, IBM
 - Google Analytics, Google
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Key Projects

Supply Chain Optimization Dashboard

- Designed a Power BI dashboard to visualize key supply chain metrics for Colgate-Palmolive, contributing to a 12% cost reduction.

Customer Segmentation Model

- Developed a machine learning model to segment customers by value for Biohazard Waste Solutions, leading to an 18% increase in retention.
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Professional Development

- Active participant in industry webinars, workshops, and conferences focusing on data science and analytics.
 - Regularly engage in self-directed learning through platforms such as Coursera, edX, and LinkedIn Learning.
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References available upon request