

LUZANNE SMITH

JUNIOR DATA ANALYST

Roodepoort, Johannesburg

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PROFILE SUMMARY

Results-oriented junior data analyst with a unique blend of professional expertise in HR management and operations administration, coupled with a passion for UX design. Adept at leveraging data to drive informed decision-making, and committed to engaging stakeholders and sharing knowledge to remain up-to-date with industry trends. Currently pursuing relevant studies to further enhance analytical skills and ready to make a significant impact in the world of data analysis.

COMPETENCIES & SKILLS

Communication	Qualitative Research	Quantitative Research	Database research
Problem Solving	Empathy	Team Work	Time Management
Visual Studio	Presenting	Data visualisation	Critical Thinking
HTML & CSS	SQL	MS Office: Word, Excel, Powerpoint	

SKILLS WITHIN CONTEXT

ADMINISTRATION & ORGANISATIONAL SKILLS

Obstacle: No administrative systems for HR management and office management

Action: I built in-office systems and found IT solutions to implement in order to maintain employee files and bring organisation to company documents and housekeeping. I researched and compiled policies, and was in charge of communicating with employees, management, and external stakeholders.

Result: The department had a structure that had previously not existed and was able to be compliant with governmental rules and remain consistent with the company culture.

PROACTIVITY

Obstacle: No workflow between departments

Action: I took an office and operations role to research why there was a lack of flow between departments. I then developed and executed procedures to have an effective and successful workflow and monitored its effectiveness over a period of 60 days.

Result: Departments were able to be more efficient and had written procedures to reference to, when making decisions that affected other departments.

ATTENTION TO DETAIL

Obstacle: Documents were not being processed, as there were too many errors.

Action: I worked through each document in a timeous manner ensuring that policies were adhered to and referred to my team for any discrepancies that could potentially delay the successful submission of documents.

Result: No small details were overlooked and documents had fewer errors, so the business could process documents quicker.

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EDUCATION

DATA ANALYST CERTIFICATION

Explore AI Academy

completion: December 2023

BA HONOURS DEGREE IN ANTHROPOLOGY

University of Johannesburg

2013–2014

BA DEGREE IN DEVELOPMENT STUDIES

University of Johannesburg

2010–2013

PROFESSIONAL EXPERIENCE

UX DEVELOPER & CONTRACT WRITER

Freelancing

2022– present

I use my background to distinguish gaps and strategise for improvements within small businesses with regard to web presence. I write custom employment contracts for small companies within the boundaries of the labour law.

HR OFFICER

Hono Transport Logistics

2017–2019

I worked as the first HR Officer for the company without any HR department. I led the entire employee life cycle from recruiting to terminating staff with a turnover of over 95 employees. I did research on the labour laws for South Africa, Zimbabwe, and Zambia and constructed employment contracts for employees within those regions.

In a small company environment, I took on the additional role of an office manager and ensured that the office, workshop, and logistics departments worked together in sync. As well as working with managers in other departments to create strategic planning and restructuring of department workflows.

Within the first 6 months, I was able to get the company fully compliant with labour laws as well as improve employee satisfaction and communication by 70%.

OPERATIONS ADMINISTRATOR

NEDBANK

2015–2015

I worked with a team of 20 people to remediate client documents in compliance with FICA regulations. If documents were not compliant then I would communicate with two other teams to either inform the client or to communicate why the documents were rejected. Within a span of 4 months, we were able to remediate over 7 000 client documents.