Mahlori Baloyi
Data Scientist

Website: Mahlori.github.io
Github: Mahlori-Baloyi

120 Chris Hani Road
Chiawelo
Soweto
1818
0670874020
Baloyimahlori@gmail.com

OVERVIEW

A dedicated and enthusiastic male university graduate with 2 years of experience in information technology, data analytics, and data visualization methods. I have a strong interest for extracting patterns and insights from large, complicated datasets and using them to influence data-driven decisions.

I have experience using statistical modelling, machine learning, and data visualization tools to give stakeholders useful insights.

SKILLS

- Programming Languages: Python
- SQL (MySQL, Postgres)
- Git
- Computer Skills MS Office (Word, Excel, PowerPoint)
- Statistical Analysis
- Honesty and Integrity
- Decision making
- Conceptual Ability
- Data Visualization
- Attention to Detail
- Problem-solving and Analysis
- Drive for Results
- Accountability
- Teamwork
- Respect
- Project Management
- Building Sustainability

EDUCATION

Feb 2021 - Feb 2023
Umuzi Academy
National Certificate in Information Technology (System Development) (SAQA ID 48872) NQF 5

Jan 2013 - Dec 2019
University of Johannesburg
BSc Physical Science (Physics and Applied Mathematics) NQF 7

Jan 2008 - Dec 2012
Nkwangulatilo Education Centre
National Senior Certificate NQF 4

EXPERIENCE

Feb 2021 - Feb 2023
Data Science, Telkom

- Utilized Matplotlib to create informative and visualizations of bounce rate data, trends and patterns.
- Used SQL to create and manipulate databases.
- Analysed customer extracts for complaints to better improve customer experience.
- Used Matplotlib and Seaborn on comment extracts analysis to communicate findings on Jupyter notebook.
- Performed a call driver analysis through call listening to investigate the reason behind customers calling the call centre.
- Updated monthly insights reports using Power BI.
- Conducted research on emerging technologies and recommend new tools and systems to improve efficiency.
- Built a CRUD application for mobile deals to make the shift from using excel/csv files as backup, data is now stored in the database.
- Testing systems and software to identify bugs and issues.
- Collaborated with the IT team on troubleshooting and resolving technical issues.