

Mahlori Baloyi

Data Scientist

Website: [Mahlori-baloyi.github.io](https://mahlori-baloyi.github.io)

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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 - **Umuzi Academy**
Feb 2023 National Certificate in Information Technology (System Development) (SAQA ID 48872) NQF 5
- Jan 2013 - **University of Johannesburg**
Dec 2019 BSc Physical Science (Physics and Applied Mathematics) NQF 7
- Jan 2008 - **Nkwangulatilo Education Centre**
Dec 2012 National Senior Certificate NQF 4

EXPERIENCE

- Feb 2021 - **Data Science, Telkom**
Feb 2023
- I utilized Python to search for metrics like bounce rate and duration on page to learn more about how users behaved on the Telkom website.
 - I provided management with weekly reports on my website analytics, which assisted with website design, including the Chabot (Thuso).
 - In order to identify the most frequent consumer issues with the website, I used Microsoft Excel to analyse customer input. I made use of data visualisation to communicate a weekly report to management outlining my findings.
 - With a view to strengthen the relationship between call agents and clients, I used SQL to develop a new database by extracting, merging, and cleaning the essential columns from Telkom's call databases while guaranteeing POPIA compliance.
 - Worked as a team to generate monthly Telkom Clevva insights report using Power BI