



# Mncedisi Makhaza

## DATA/BUSINESS ANALYST

### CONTACT

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- [Mncedisi-LinkedIn](#)
- [MncedisiTheAnalyst](#)

### SKILLS

- **Data Management & Processing:** ETL, Data Cleaning, Data Validation, Data Governance.
- **Databases & Querying:** SQL (MSSQL, PostgreSQL, MySQL), Data Extraction.
- **Business Intelligence & Reporting:** Power BI (DAX, M, Report Automation), Tableau, Excel (Power Query, Pivot Tables)
- **Programming & Automation:** Python (Pandas, NumPy, Scikit-learn), C# (.Net, MVC5)
- **Cloud & Big Data Technologies:** Azure, AWS (S3, EC2), Data Warehousing Advanced Statistics
- **Project & Process Management –** Gantt Chart, Agile (Jira, Trello), SDLC.
- Office 365
- Effective Communication
- Critical Thinking

### EDUCATION

- **Bachelor's Degree in ICT Honours,** Mar 2021 - Jan 2022  
*Durban University of Technology.*
- **Advanced Diploma in ICT,** Feb 2020 - Nov 2020  
*Durban University of Technology.*
- **Diploma in Business Analysis in ICT,** Feb 2017 - Nov 2019  
*Durban University of Technology.*

Analytical and results-driven analyst with a passion for delivering impactful solutions and building interactive, data-driven dashboards. I am skilled in leveraging advanced tools like **SQL**, **Python**, **Power BI**, and **Excel** to streamline processes and support informed decision-making. Experienced in project delivery, user-focused problem-solving, and collaborative teamwork. I am passionate about designing dashboard experiences that are both visually stunning and intuitive, always striving to create designs that delight and engage users. Committed to transforming raw data into actionable insights to drive organizational success and tackle complex challenges in dynamic environments.

### EXPERIENCE

#### MTN South Africa

June 2022 – May 2023

##### Junior Business Intelligence Analyst

- Built and optimized data pipelines and ETL processes for report-ready datasets.
- Manage a high-volume data warehouse, improving SQL query performance by 25%.
- Developed automated Power BI dashboards to deliver real-time business insights.
- Automated Excel-to-Power BI workflows using Python improving processing time by 15%.
- Created data models, reports, and visualizations to support business decision-making.

#### Graduate Software Developer & Tester

##### Terra Analytics

June 2021 – May 2022

##### Software Developer

- Gathered and documented Software Requirements in collaboration with cross-functional teams.
- Developed Restful APIs in C# to integrate backend databases with Angular-based frontends
- Designed responsive interfaces using Angular CLI, HTML5, CSS, and JavaScript.

##### Software Tester

- Created test plans, executed test cases, and tracked defects across sprints.
- Ensured quality assurance documentation aligned with business and audit requirements.

## INTERESTS

- Decentralization/Blockchain
- Exploring AI and ML through personal projects and self-study.
- Reading Non-Fiction Books
- Soccer/Jogging

## Languages

- English (C1)
- Zulu (Native)

## My Projects

Hands-on experience with real-world datasets across **finance**, **retail**, **FMCG**, and customer service domains. Projects demonstrate data **wrangling**, **DAX**, **SQL**, **Power BI**, **Python**, and dashboard storytelling.

- Codex Energy Drink – Consumer behavior and marketing insights using Power BI
- AtliQ Mart – Supply chain and vendor performance analysis (OTIF%, trend patterns)
- Mitron Bank – Credit card strategy dashboard with customer segmentation
- Call Center Data – Agent and lead performance via **Excel** + **Power Pivot**.

🔗 View full portfolio: [MncedisiTheAnalyst](https://mncedisi.com)

## Certifications

- Microsoft PowerBI - Practical Guide [2024 EDITION] - Udemy.
- T-SQL From Scratch for SQL Server Administrator - Udemy
- Power Platform Fundamentals PL-900 - Microsoft.
- HCIA Certification - Huawei.
- AI Career Essentials - ALX Africa.