# Morgan Muuo Mutuku

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**Professional Summary**

Proactive and technically adept Data Analyst with over an year of hands-on experience in extracting, transforming, and analyzing data to drive strategic business decisions. Skilled in SQL, Python, ETL processes, and cloud platforms, with a growing focus on data engineering and automation. Known for building efficient data pipelines, streamlining workflows, and supporting cross-functional teams with data-backed solutions. Currently seeking to leverage analytical and technical strengths in a Data Engineer/Analysis role within a forward-thinking organization.

**Professional Experience**

**Junior Data Analyst (trainee)**

**Kenyatta National Hospital (May 2022- October 2022)**

During the initial phase of my attachment, I was assigned to the hospital's Technical Support Unit, where I successfully carried out the following responsibilities:

* Delivered knowledgeable technical support to employees and troubleshot advanced problems for complex repairs.
* Managed time efficiently to handle continuous workload of user support and equipment maintenance needs.
* Assisted with installation and upgrading of software to meet changing team needs.
* Completed minor repairs with minimal oversight to restore equipment function.
* Solved network and internet issues for both wired and wireless systems.
* Shadowed qualified technical team members to develop maintenance and repair skills.
* Collaborated with cross-functional teams to gather requirements and specifications for technical projects.

Subsequently, I transitioned into the Business IT field, where I joined a team responsible for the rollout of a new ERP system to manage hospital operations. The team I worked with played a significant role in enhancing my knowledge by providing mentorship and support whenever needed. I actively participated in the implementation process carrying out the following responsibilities;

* Developed stored procedures for patient admission/discharge reporting, aiding in daily bed occupancy and staffing decisions.
* Initiated database performance tuning efforts, improving query execution times.
* Designed and automated data extraction workflows using SQL and Python, reducing manual report generation time.
* Created real-time dashboards and KPIs using Power BI for clinical and administrative staff, improving operational transparency.
* Collaborated with IT teams to ensure data integrity across Oracle ERP Cloud modules, contributing to a significant improvement in inter-departmental data consistency.

**Data Analyst**

**Sankhyana Education | Remote (March 2024– August 2024)**

* Built SQL-based dashboards and reports to summarize user engagement, course performance, and revenue insights.
* Assisted in designing Python scripts for automated data validation and cleansing during migration to a cloud-based reporting environment.
* Monitored data quality and performed data cleansing operations, ensuring accuracy and reliability across datasets.

**Freelance Data Analyst (currently)**

**Self-employed | Remote**

* Conducted data cleaning and organization for a skincare brand’s product and customer engagement data.
* Performed market and sales analysis using Excel and Python to uncover trends in customer purchasing behavior and product performance.
* Provided visualizations and actionable insights to support client’s marketing and sales strategies.
* Delivered a comprehensive report highlighting product demand, seasonal spikes, and engagement KPIs across social channels.
* Designed Excel dashboards to visually track weekly sales, customer retention, and product performance metrics.
* Utilized customer segmentation techniques to identify high-value demographics and tailor marketing insights.
* Delivered actionable recommendations that informed promotional planning and inventory decisions.
* Mapped customer acquisition sources (Instagram, TikTok, WhatsApp, referrals) to conversion rates using data fusion techniques.
* Developed a time series visualization to track seasonal fluctuations in product demand.
* Integrated customer reviews and sales data to identify best-selling product features.

**Education**

* Diploma in Information Technology - KCA University (Nov 2022)
* Data Analysis Course - Sankhyana Education

**Certifications**

* Certified Analytics Professional (CAP)
* Cisco Certified Network Associate (CCNA)
* Google Cloud Data Engineering (Intro) – Coursera(ongoing)
* SQL for Data Engineers – DataCamp
* Google data analytics professional-Coursera(ongoing)

**Core Skills**

* Data Engineering: SQL scripting, Python automation, data warehousing, ETL/ELT, APIs.
* Databases & Tools: MySQL, Oracle ERP Cloud, BigQuery, Power BI, Tableau.
* Programming & Analysis: Python (Pandas, NumPy, Matplotlib, Seaborn).
* Visualization & Reporting: Power BI, Tableau, Excel (advanced functions, pivot tables).
* Cloud Platforms: Google Cloud Platform, basic AWS exposure.
* Soft Skills: Cross-functional collaboration, stakeholder reporting, problem-solving, adaptability

**Referees**

Please allow these to be provided upon request.