

NINA MWANGI

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SUMMARY

Analytical and detail-oriented data professional with a strong background in data management and process improvement. With 7 years of experience in ensuring data accuracy, integrity, and compliance, I have a track record of leading high-performing teams and implementing robust quality control measures. My expertise lies in designing and executing data cleansing, validation, and enrichment strategies, resulting in enhanced data reliability and decision-making. As a collaborative leader, I excel at fostering a data-driven culture, conducting comprehensive audits, and driving continuous improvement initiatives.

EDUCATIONAL BACKGROUND

African Leadership University – Kigali, Rwanda
BSc in Software Engineering (ML/AI Major)

September 2022 – December, 2025

PROFESSIONAL WORK EXPERIENCE

Customer Experience Data Analyst

July, 2019 – August, 2022

United Women Sacco – Nairobi, Kenya

- I successfully conducted quarterly data analysis, providing vital insights into membership growth and trends. By generating monthly reports and impactful proposals on member acquisition and churn rates, I contributed to data-driven decision-making.
- In collaboration with the management, I actively participated in shaping the organization's five-year strategic plan. My expertise in performance metrics allowed me to gauge progress on projects and product development goals, ensuring alignment with the overall strategy.
- Throughout my tenure, I worked closely with internal and external stakeholders, playing a key role in formulating the organization's customer journey framework. This framework, integrated into the strategic plan, enhanced customer experience and retention.
- Leveraging my analytical skills, I spearheaded data management, analysis, and visualization initiatives. By cleaning, managing, and analyzing finance data, I ensured data accuracy and reliability. My collaboration with the credit team optimized processes for impact evaluations and risk management.
- As a dedicated Data Analyst, I aim to drive excellence in data management, foster a data-driven culture, and optimize processes for enhanced data quality and decision-making within the team and the organization.

Credit Data Controller

December, 2014 – June, 2019

Multichoice – Nairobi, Kenya

- Coordinated with the finance department on data collection and database management in an effort to ensure that ethical data procedures were constantly practiced.
- Through rigorous data analysis on commercial accounts creditor data, I actively contributed to strategic planning initiatives. My comprehensive proposal reports, which were implemented, resulted in an impressive 30% decline in the default rate, enhancing the organization's financial stability.
- As both a leader and integral member of a mobile money project, I spearheaded the monitoring of unallocated mobile money payments. By employing statistical and graphical data analysis, we successfully implemented a solution that reduced erroneous payments by 25% and effectively decreased the unallocated payment account from Kes. 11M to 7M.
- I actively led project planning, diligently developing deliverables, and coordinating with contributors and users. My commitment to ensuring alignment with the overall strategy ensured successful project outcomes.
- A customer-centric approach is fundamental to my work. I consistently collaborated with client-facing teammates, optimizing processes by designing and executing efficient workflows. My coordination with user feedback and service providers facilitated seamless project execution, positively impacting the end-users and regional office operations.

SKILLS -Programming

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|----------|-------|-------------------|
| • Python | • SQL | • Shell Scripting |
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SKILLS -Data

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|-------------|-----------------|-------------|-----------------|
| • Databases | • Big Data | • Spark | • Data Analysis |
| • Hadoop | • ETL Pipelines | • Cassandra | • MongoDB |