

# AGUNDA AUSTINE

Nairobi, KENYA

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## Work Experience

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### **XGO Limited**

Nairobi

Credit Control Assistant

June 2022 - Present

- Collecting and recording customers' repayment and response records
- Analysis customers' credit records and requesting for due payments.
- Managing customers' information and reaction/ response records.

**Contact:** Winnie Ondiek - +254701307739 | [winnieawino2014@gmail.com](mailto:winnieawino2014@gmail.com)

### **Flax technologies**

Remote

Human Resource Analyst - INTERN

February 2023 - June 2023

- Recording and organising employees' data and performance records.
- Analysing employees' data, example attrition rate, attendance or performance and presenting finding to the management.
- Preparing reports, dashboards, and visualization charts to communicate various findings for the HR manager
- Conducting research and training in various tools including data analysis.

**Contact:** Machisu Davis - +254792022299 | [davismachisu@gmail.com](mailto:davismachisu@gmail.com)

### **KIWASCO (Kisumu Waters and Sanitization Company)**

Kisumu

Data Analyst – INTERN

January, 2021 – March, 2021.

- Collection, recording, analysis, and presentation of data pertaining to non-revenue water (NRW) company-wide.
- Statistically monitoring the performance and status of water systems
- Developing and maintaining statistical and relevant assessments such as water loss, prevalence of leaks and damages on the water system, and other related NRW information.
- Keeping and maintaining accurate records of field-data collected and findings from the data.
- Advising the NRW Engineer on the company's relative status and predictable future of NRW management with a focus on priority interventions.

**Contact:** Francis Okulo - +254720681193 | [fokulo@kiwasco.co.ke](mailto:fokulo@kiwasco.co.ke)

- Conducting contract reviews and identifying potential risks and opportunities for improvement.
- Cross & upselling company products and services.
- Gathering and analysing customers' feedback especially complaints analysis aiming to improve and better functional operation.
- Maintaining accurate records of all contracts, BQ (Bills of Quantity) and related documents.

**Contact:** Fredrick Ochieng' Ojwang' - +254 722 772258 | [ojwangf@gmail.com](mailto:ojwangf@gmail.com)

## Technical Skills

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<b>Strongest Areas</b>	Data Analysis, <b>FRONT-END</b> development
<b>Libraries/Frameworks</b>	React, Node, Vite
<b>Programming languages</b>	HTML, HTML5, Vanilla CSS, Tailwind CSS, SCSS, JavaScript, Typescript, Python, R, SAS
<b>Database</b>	MongoDB, Firebase, SQL
<b>Platforms &amp; tools</b>	Ms Excel, Ms Word, Ms Access, PowerPoint, WordPress, Vercel, Heroku, Git & GitHub, AWS, Kobo Toolbox

## Professional skills

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|----------------------------------|-----------------------|-----------------------------|
| • Mathematical evaluations       | • Problem-solving     | • Decision making           |
| • Communication                  | • Effective planning. | • Business skills           |
| • Leadership                     | • Time management     | • Verbal and writing skills |
| • Sales and marketing            | • Story telling       | • Typing and computing      |
| • Digital & Computer proficiency | • Logical reasoning   |                             |
| • Collaboration and team work    | • Critical thinking   |                             |

## Attributes

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|------------------|----------------|-------------------|
| • Quick learning | • Patience     | • Self-motivation |
| • Multilingual   | • Work ethic   | • Positivity      |
| • Adoptability   | • Diplomacy    | • Empathy         |
| • Creativity     | • Multitasking |                   |

## Education

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### University of Kabianga

Bachelors of Science Degree in Statistics

*(August, 2017 – October, 2021)*

### Sher Academy

High School Education

*(February, 2013 – November, 2015)*