

Data Analyst

SILVIA MWASHI

(254) 703 452 751| mwashisilvia96@gmail.com

Linkedin:www.linkedin.com/in/silvia-mwashi-34b127138

Portfolio: <https://datagirl.netlify.app/>

Nairobi, Kenya.

Projects

British Airways Experience Analysis.

- Problem: Analysed customer reviews on British Airways services, focusing on food, entertainment, seating, and travel classes, while examining aircraft type and ratings across countries.
- Solution: Created a Tableau dashboard visualizing customer ratings by country, class, and aircraft type, with data cleaning and transformation done using SQL and Excel.
- Conclusion: Identified high satisfaction in First Class and certain aircraft types, providing actionable insights for service improvement.

Coffee Sales Trend Analysis.

- **Problem:** Analysed monthly sales trends of various coffee types from 2019 to identify performance patterns and seasonal fluctuations.
- **Solution:** Developed an interactive Excel pivot table dashboard to visualize and analyse sales data by year and month.
- **Conclusion:** Revealed seasonal sales spikes for Arabica and Exelca, aiding in inventory optimization and demand forecasting

Professional Experience

Kenya Red Cross Society

Volunteer Data Analyst

Dates of Volunteer Work: March 2023 – Present

Key Contributions:

- Data Management: Collected, organized, and ensured accuracy of data from diverse sources.
- Analysis & Reporting: Analysed data with Excel and Python, and created reports and visualizations to support decision-making.
- Capacity Building: Trained staff and volunteers on data management and analysis.
- Collaboration & Compliance: Worked with departments to integrate data insights and maintained adherence to privacy standards.

Skills

- SQL (SQL Server, MySQL)
- Python (Pandas, NumPy, SciPy, Matplotlib)
- Tableau
- Excel (Vlookup, Conditional Formatting, Pivot Tables)
- Microsoft Azure (DataBricks, Azure Data Lake, Azure Data Warehouse)

Certifications

- Google Data Analytics Professional Certificate – Coursera