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| **Data Analyst**  **SILVIA MWASHI** | (254) 703 452 751| mwashisilvia96@gmail.com  Linkedin:[www.linkedin.com/in/silvia-mwashi-34b127138](http://www.linkedin.com/in/silvia-mwashi-34b127138)  Portfolio: <https://datagirl.netlify.app/>  Nairobi, Kenya. |

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| **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 |

**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.