DOROTHY MARY WAITHIRA KAMAU

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EXPERIENCE

Clients Service Officer

Equity Bank Kenya Limited   November 2021 - Present

- Analyzing customer support data from CRM systems to identify trends, recurring software issues, and root causes, enhancing issue resolution strategies.
- Developing performance reports to track key metrics, including resolution time and customer satisfaction, supporting data-driven decision-making.
- Streamlining support processes using data insights, reducing customer wait times by 20% and improving overall service efficiency.
- Collaborating with IT and Operations teams to evaluate system inefficiencies, recommending improvements based on data analysis.
- Maintaining accurate records of customer interactions and escalations, ensuring data integrity for reporting and process optimization.

Data Entry Clerk

Independent Electoral and Boundaries Commission   September 2021- October 2021

- Verified and processed large datasets with 99% accuracy, ensuring data integrity and reliability for critical decision-making.
- Conducted comprehensive data quality assessments, identifying and resolving discrepancies in electoral records.
- Generated and presented detailed analytical reports to support election management and operational planning.
- Maintained organized, clean datasets to enable accurate reporting and facilitate future data-driven initiatives.

Sales Representative

Vision Brand Marketing Enterprise Limited   April 2020 - September 2021

- Analyzed sales and marketing datasets to uncover trends, optimize campaign performance, and improve conversion rates by 15%.
- Leveraged data-driven insights to identify cross-selling and upselling opportunities, supporting revenue growth initiatives.
- Collaborated with sales and marketing teams to translate analytical findings into actionable strategies, enhancing decision-making.
- Maintained dashboards and reports to monitor KPIs, enabling leadership to track progress against sales and marketing goals.

Administrative Assistant Intern

Synertech East Africa Limited   September 2019-December 2019

- Managed office operations, scheduling, and documentation, streamlining workflows to improve operational efficiency.
- Assisted in research and data collection to support internal process improvement initiatives.
- Compiled and organized datasets, ensuring accurate and accessible records for reporting and analysis.
- Collaborated with teams to identify process bottlenecks and recommend data-driven improvement

Intern

Co-operative Bank of Kenya   May 2016 - September 2017

- Gained hands-on experience in banking operations and customer service, supporting day-to-day financial processes.
- Collaborated with teams to improve workflow efficiency and enhance the accuracy of reporting

EDUCATION

MSc (Financial Engineering)

WorldQuant University   Present

- Financial Econometrics
- Derivative Pricing
- Stochastic Modelling
- Machine Learning in Finance
- Deep Learning for Finance

Fundamentals of Data Science in Precision Medicine and Cloud Computing

Stanford Department of Medicine   May 2025-June 2025

- Gained foundational knowledge in data science concepts and applications in healthcare and precision medicine.
- Explored data management, analysis, and visualization techniques to derive actionable insights from complex datasets.
- Introduced to cloud computing tools and workflows, supporting scalable data processing and storage solutions.
- Developed an understanding of how data-driven approaches support decision-making in scientific and clinical contexts.

Certificate

LinkedIn   2024-Present

- Python
- R
- Excel
- SQL

Software Engineering

ALX   February 2024 – February 2025

- Gained hands-on experience with SQL and database management, including data modeling, querying, and reporting for analytical use.

- Developed backend applications and APIs that processed and managed structured data efficiently.
- Leveraged Linux and Shell scripting to automate tasks and handle large data files for operational efficiency.
- Completed collaborative projects that involved collecting, cleaning, and processing datasets to generate insights for decision-making.

Certificate

365 Finance   February 2023 – May 2023

- Analyzed large datasets, created interactive dashboards, and performed trend analysis.
- Applied regression and classification techniques to identify predictive insights.
- Performed data cleaning, transformation, and basic statistical analysis using Python.
- Designed visualizations and dashboards to communicate key financial and operational insights.

BSc (Statistics and Programming)

Kenyatta University| Second Class Honors – Upper Division   2015-2020

- Developed strong analytical foundations through Bayesian Statistics, Time Series Analysis, and Hypothesis Testing.
- Gained hands-on experience with R and statistical programming for data cleaning, visualization, and predictive modeling.
- Studied Database Systems, focusing on data organization, querying, and management for analytical use.
- Applied quantitative and statistical techniques to interpret datasets and support data-driven decision-making.

Kenya Certificate of Secondary Education

Karima Girls' High School   2010-2014

Grade: A- (80 points)

REFERENCES

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