

Talented individual with ability to identify, process, and approve wide variety of data sets used for data/text mining, modeling, and predicting to enable informed business decisions.

## QUALIFICATIONS SUMMARY

### Business Analysis

- Demonstrated ability to deliver cost-effective business plans and analysis to meet challenging market demands.

### Database Management

- Skilled in maintaining accurate policy data and documents within organizational systems.

### Customer Service

- Instrumental in exceptional service delivery while addressing client's risk management needs and ensuring smooth conversation.

## EDUCATION

**Certificate Data Science & Analytics**  
General Assembly, Los Angeles CA

**Bachelor of Education Science Mathematics and Physics**  
Kenyatta University, Nairobi, Kenya

## CERTIFICATIONS

- Statistics Specialization with Python (Probability, Inferential Statistics), Khan Academy, Coursera
- The Complete SQL Bootcamp, Udemy
- Data Science Bootcamp with Python, Udemy
- Microsoft Excel – Data Analysis with Excel Pivot Tables, Udemy
- Introduction to Advanced SQL, Kaggle Learn

## EXPERIENCE HIGHLIGHTS

### Jiffy Lube Multi-care, Long Beach, CA Assistant Service Advisor

Nov 2019 – Present

*Gain comprehensive knowledge of products and services to sell and furnish available parts and over 20 service options to customers.*

- Ensured effective service delivery while providing an average of 40 customers' product needs and updates throughout process.

### DENSO, Long Beach, CA Junior Inventory Analyst

Jan 2018 – Nov 2019

*Deployed best practices to maintain and update inventory records. Analyzed and processed data by utilizing Excel sheets. Recognized for carrying out data entry and auditing activities as per standards. Supported in warehouse management system to improve inventory operations.*

- Reduced inventory errors through deep data monitoring and analysis.

### Teachers Service Commission, Nairobi, Kenya High School Math and Physics Tutor

Sep 2010 – May 2017

*Developed and Implemented engaging effective lessons in Calculus, Pre-Calculus, Money-Management, Statistics, and Geometry.*

*•Designed and implemented interactive Physics lessons using new technologies for the school.*

## Key Projects

- Provided [sales analysis](#) for Python Pandas and Matplotlib project while conducting data exploration of five high-level business questions and enabling forecasting future performance with over 87% accuracy.
- Devised innovative approaches to prepare 356,758 rows and 100 columns of NFL dataset for exploring 24% omitted data as well as drop values with 43% of columns within NAN values.
- Led data analysis project to explore statistics of coronavirus pandemic across 195 countries by studying death rate, testing, confirmed cases, and Government responses.

## Technical Proficiencies

Python, Git and Version Control, SQL, Pandas, Microsoft Excel, Git, Numpy, iPython Notebooks, Jupyter Notebooks.