Phikolomzi Gugwana

Data Scientist

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2023 - Present

Snr Data Analyst - Old Mutual (Customer Administration Services)

I was asked to return to Old Mutual to establish a Business Intelligence capability in preparation for, and following, the Two-Pot pension fund legislation changes. I lead a team that builds and maintains reporting dashboards on AWS QuickSight and ETL pipelines using AWS native tools, including S3, Glue, DataSync, and Redshift

2022 - 2023

Data Scientist - Woolworths (Data and Analytics Team)

I was part of the Markdown Optimization project, we built a machine learning model that predicts product demand for retail goods during the clearance season and determines the optimal price to maximize profits. The project was developed by Woolworths in collaboration with an external partner, and I served as the main data scientist on the Woolworths side. I developed part of the codebase using Python and PySpark. Additionally, I gained experience in deploying and productionizing code natively on AWS.

2020 - 2022

Data Scientist - Old Mutual (Data and Analytics Team)

Successfully developed and deployed into production:

1. **Regression Model:** Designed to predict COVID-19-related death claims with high accuracy.
2. **Binary Classification Model:** Implemented to classify claims based on resolution complexity, identifying those that will take longer versus those that are easier to resolve.
3. **Time Series Model:** Developed to forecast daily email volumes, enabling proactive management of resources and response times.

2019 - 2020

Process Analyst - Old Mutual (Customer Administration Services)

This role involved negotiating SLAs with customer service team leaders, developing new processes and SLAs, training consultants and team leaders on these processes, and designing new workflows.

2017 - 2019

Graduate Trainee - Engen

1. **Finance:** Conducted credit risk analysis for banks and countries in sub-Saharan Africa.
2. **Business Intelligence:** Received training in SAP Data Warehousing products and worked on the Azure cloud platforms.
3. **Advanced Analytics:** Developed a time-series forecasting model to predict future fuel demand for the Supply Chain division. Conducted A/B testing to evaluate the accuracy of the existing demand planning tool and process.

2013 - 2016

Education - University of Cape Town

BCom (Statistics and Economics)