Phikolomzi Gugwana

Data Scientist

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Professional Experience

Senior Data Analyst - Old Mutual (Customer Administration Services), 2023 - Present
Re-engaged by Old Mutual to establish a modern BI capability ahead of the Two-Pot pension reform. Lead a team delivering insights through AWS QuickSight dashboards and scalable ETL pipelines using S3, Glue, DataSync, and Redshift.

Data Scientist - Woolworths (Data & Analytics Team), 2022 - 2023
Lead Data Scientist on the Markdown Optimization project, using Python and PySpark to optimize clearance pricing. Collaborated with an external partner and deployed the solution on AWS.

Data Scientist - Old Mutual (Data & Analytics Team), 2020 - 2022
- Built a regression model to predict COVID-19-related death claims.
- Created a binary classification model for claims triage.
- Developed a time series model to forecast email volumes.

Process Analyst - Old Mutual, 2019 - 2020
Streamlined workflows and SLAs for customer service. Led consultant training and improved turnaround processes.

Graduate Trainee - Engen, 2017 - 2019
- Finance: Credit risk analysis across sub-Saharan banks and countries.
- BI: SAP Data Warehousing and Azure projects.
- Analytics: Fuel demand forecasting and A/B testing on planning tools.

Education

University of Cape Town, 2013 - 2016
BCom in Statistics and Economics.

References

Mrs. Prabashni Naidoo - Operations Manager, Old Mutual
083 649 4400 | pnaidoo4@oldmutual.com

Mr. Kutele Mabuda - Principal Data Scientist, Woolworths
084 405 331