

Daniel Kithongo Mutua

Data Specialist

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Education

Master of Economics – International Trade & Finance

Jan 2017 – Dec 2020

Kenyatta University | Nairobi, Kenya

Grade: A

- Secretary General – Economics Society
- **Course Work:** Microeconomics Theory, Macroeconomics Theory, Econometrics, Theory of Finance, Project Planning, Monitoring and Evaluation, International Finance, Economic Research Methodology

Bachelor of Economics and Finance

May 2013 – Jul 2016

Kenyatta University | Nairobi, Kenya

Grade: B

- Treasurer – Economics Society
- **Course Work:** Microeconomics Theory, Macroeconomics Theory, Fundamentals of Econometrics, Mathematics for Economists, Monetary Theory and Policy, and Development Planning.

Experience

Team Lead Operations Management

Feb 2023- Present

Invisible Technologies Inc | United States (Remote)

- Implemented tailored data-driven strategies for a wide range of clients, resulting in a 40% increase in customer retention and a 15% boost in average order value.
- Directed the adoption of data-driven decision-making across the organization, resulting in a 50% reduction in operational costs and a 10% increase in overall revenue.
- Spearheaded a data-driven approach to decision-making, implementing predictive analytics models that reduced inventory costs by 15% and increased demand forecasting accuracy by 20%.
- Engaged in in-depth consultations with clients, analysing individualized data needs and implementing customized solutions; resulting in a remarkable 50% enhancement in data insights and an impressive 30% rise in client satisfaction.
- Optimized real-time data dashboards, ensuring accurate and timely tracking of key performance indicators, resulting in a 50% improvement in decision-making processes and a 20% increase in revenue through targeted marketing campaigns.

Jolt Member

Oct 2023 – Present

Invisible Technologies Inc | United States (Remote)

- Created training resources for over 10 clients, resulting in 50% reduction in time used in onboarding and 20% reduction in time used in knowledge transfer.
- Maximized training effectiveness by harnessing the capabilities of Looop, empowering internal leads and high-performing agents with tailored tools and support.
- Actively contributed to open forum meetings, fostering collaborative discussions to generate innovative ideas for addressing team-specific needs and driving continuous improvement initiatives.

Data Specialist

Dec 2021- Jan 2023

Invisible Technologies Inc | United States (Remote)

- Mobilized data entry operations for 8 high-profile clients, ensuring utmost accuracy and maintaining strict confidentiality standards; reduced data entry errors by 40% and achieved 100% compliance with data privacy regulations.
- Pioneered a comprehensive training program to enhance data input accuracy and efficiency, resulting in a 40% decrease in errors and ensuring consistent adherence to quality standards across the team.
- Drove data collection and reporting optimization through close collaboration with clients, instrumental in achieving a significant 30% increase in client retention rate.
- Incorporated automated data validation tools and performed regular data audits, resulting in a 35% decrease in data anomalies and ensuring consistent and reliable data for business analysis and reporting purposes.
- Orchestrated seamless project execution by managing timelines, resulting in a 98% on-time delivery rate for client deliverables, fostering long-term client satisfaction and retention.

Project Manager

Jul 2016 - Jun 2021

Gameco Construction & General Supplies Limited | Nairobi, Kenya

- Delivered more than 10 projects on time and within budget, streamlining processes to enhance efficiency by 25% and achieve cost savings of \$100K annually.
- Administered and facilitated cross-functional teams to drive seamless collaboration, reducing project delays by 15% and enhancing teamwork, resulting in upgraded efficiency and accelerated project timelines.
- Led the implementation of risk management measures, resulting in a 25% decrease in incidents, and substantial cost avoidance.
- Nurtured strategic client partnerships resulting in a 35% increase in repeat business; implemented personalized account management approach based on customer segmentation and needs assessment, driving long-term loyalty and revenue growth.
- Executed robust quality control strategies, driving a 10% increase in product quality and a 15% decrease in defects, ensuring customer satisfaction and enhancing brand reputation.

Professional Development

Data Science Infinity Program

Dec 2023 - Present

- SQL Proficiency
- Python Proficiency
- Statistics
- A/B Testing
- GitHub Proficiency
- Data Preparation for ML

Programming and Tools

- Python
- Pandas
- NumPy
- Scikit-Learn
- TensorFlow
- Jupyter Notebook
- Tableau
- SQL