

MERCY F. NYAMBURA KARIUKI

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TECHNICAL SKILLS

HTML, CSS, Power BI, NumPy, Pandas, Seaborn, Scikit-Learn, Tensorflow, Tableau, SQL, Jupyter Notebooks, MS SQL,

WORK EXPERIENCE

Customs & Border Control

Kenya Revenue Authority, Nairobi, Kenya

Sept 2021 – Nov 2021

- Resolving customer queries, recommending solutions and guiding applicants through their applications and documentation and connected with the applicants through call / E-Mail to provide the best possible resolution.
- Facilitated 10 site visits for organizations that applied for the Authorized Economic Operators (AEO) Programme.
- Accessed and communicated on operations of companies to ascertain whether they fulfilled the conditions for granting authorization as set out by Customs Law and Regulations.

Statistics Intern

Civil Registration Services, Nairobi Kenya

June 2021 – August 2021

- Collected basic data on birth and death, filed and retrieved birth and death records and later assessed applicants for issuance of birth and death certificates
- Issued and received late registration forms to and from clients and applied statistics on the births and deaths recorded for efficient government planning and accurate monitoring of progress across the country.

Finance Intern

Kenya Power and Lighting Company, Nairobi Kenya

May 2019 – July 2019

- Audited and analyzed procurement processes for clients to identify key strategic risks and potential solutions
 - Prepared and wrote invoice proposals, vouchers and external payment cheques to respective companies.
 - Withheld tax and VAT payments, verified input and output tax and conducted advance tax payments.
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PROJECTS

ALX-T Data Analysis Projects

• *Call Data Center Report Analysis*

The analysis shows that the call center that received most of the calls is Los Angeles/CA which contributed to 41.7% of the total calls received in the month of October, 2020. The prevailing day of the week that received most called is Friday having day 21 of the month of October having the highest number of calls received (1170 calls). The leading channel used by the customers is through the call center which contributes to 32.3% of the total calls received through the four channels. Analysis shows having Billing Questions as the prominent reason to the calls received (62.6%). Negative sentiments contributed to 60.6%(Very Negative (26.6%) and Negative (33.6%). The positive sentiments only contributed to 21.5% (Very Positive-9.6% and Positive-11.9%). In as much as we have most calls within SLA (62.6%) which is a positive sign, calls Above SLA have the least contribution (12.7%) while that Below SLA is 24.7% and that shouldn't be the case.. (https://github.com/mknyambura/ALX-T-Data-Analyst-Nanodegree_Udacity/tree/main/Call%20Center%20Data)

• *Soccer Data Analysis*

There is a correlation between speed, dribbling and position of players and high rating of players where 11% of players that have a high rating are fast and have some dribbling skills and 67% of players had an organized positioning. La Liga and the Premier League beat the Bundesliga and Serie A in this field with the highest total goals scored in each of the eight seasons. The top 4 teams are La Liga, Serie A, France League 1 and lastly the English Premier League with 350+ matches. In the year 2016, La Liga and the England Premier League had the most matches(1043 and 1026 respectively) and most wins(didn't draw). Among the top 10 players with the most penalties, Rickie Lambert is the first with a total of 96 penalties. (https://github.com/mknyambura/ALX-T-Data-Analyst-Nanodegree_Udacity/tree/main/Soccer%20Data)

EDUCATION

School of Business and Economics, Mount Kenya University

- Diploma in Banking and Finance
- **Relative Coursework:** Business Statistics, Research Methods, Financial Management, Investment Banking and Brokerage

School of Business and Economics, Daystar University

- Bachelor of Science, Economics
- **Relative Coursework:** Economics of Population, International Economics, Econometrics, Business Statistics, Economic Development

ALX-T Nanodegree, Udacity

- ALX Data Analyst
 - **Relative Coursework:** Introduction to Data Analysis, Data Wrangling, Data Visualization, Machine Learning
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CERTIFICATIONS

Google Professional Data Analyst

IBM Data Analyst Professional Certificate

IBM Data Science Professional Certificate