

Danwycliff Njoka Ndwiga

Contacts

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📍 26 Wan'guru

 [LinkedIn](#)

🌐 [My Website](#)

Hard Skill

- Data analysis
- SQL, Mysql, SQLAlchemy
- Business Intelligence and Analytics
- JavaScript, Pandas
- Excell
- Incident Management
- Database management
- Software Deployment
- Software integration
- Remote Support
- User Support

Soft Skill

- Detail-Oriented Analysis
- Effective Communication
- Organized and Efficient Time Manager
- Flexible and Adaptable to Change
- Team Collaboration
- Self-Motivated and Results-Oriented
- Integrity in Handling Confidential Data
- Analytical Thinking
- Reliability
- Continuous Improvement
- Issue and Resolution Tracking
- Relationship Building

Career Profile

I am an Enthusiastic and results-driven individual, attentive to details, and always on time with my assignments. A clear communicator and easy collaborator, ready to take on challenging tasks that will help me grow. I am Eager to contribute my expertise in an organization where I cannot only apply my skills in business and technology, but also continue to grow and evolve in line with the organization.

Professional Experience

KCB BANK Headquarters (KenCom) | INTERN HR – Resourcing Department Feb 2023 – April 2023

Key responsibilities:

- Conducted data analysis to provide recommendations for process improvements.
- Supported HR processes, ensuring compliance with internal policies and regulations.
- Maintained accurate records through diligent management of physical and digital documents.
- Assisted in coordinating events and managing administrative tasks to optimize workflow.
- Facilitated new hire processes, ensuring thorough documentation and system setup.

Key Achievements:

- Improved workflow efficiency and compliance through precise administrative and data management support

LEANITY DYNAMICS AFRICA LTD IT Consultant/Support(Contract)

January 2023 – June 2024

Key responsibilities:

- Increased client satisfaction through timely and effective troubleshooting support.
- Assisted organizations with ERP system upgrades, ensuring compliance with update protocols.
- Developed detailed reports, dashboards, and data visualizations for decision-making.
- Conducted business process analysis, identifying areas for improvement and efficiency.
- Improved team productivity via consistent communication, collaboration, and knowledge sharing.
- Contributed ideas and updates during team meetings on deadlines, designs, and enhancements.
- Enhanced system efficiency through meticulous ERP management and support.

PERGAMON GROUP LIMITED
Troubleshooting support Engineer(Intern)

June 2024 – August 2024

Key responsibilities:

- Reduced software downtime through proactive maintenance
- Guided clients during system migrations and upgrades
- Strengthened collaboration with developers, sales, and project managers
- Delivered high-quality service by staying updated on industry trends and technologies
- Resolved software issues promptly and provided professional support
- Conducted end-user training to improve system utilization
- Addressed client issues with custom installations, configurations, and troubleshooting
- Contributed to revenue growth by identifying upsell opportunities and collaborating with sales teams

Education Background

- **KABARAK UNIVERSITY**
Bsc of Business Information Technology(BBIT)
Second Class (Upper Division)
Sep 2019 - April 2023
- **NYANGWA BOYS HIGH SCHOOL**
KCSE
2014 - 2018

Certifications

- **GOOGLE CAREER CERTIFICATES**
Google Data Analytics
August 2024 - September 2024
- **MORINGA SCHOOL - NAIROBI**
Software Development
June 2023 - Dec 2023
- **APEX COLLEGE**
Computer Packages (Distinction)
Dec 2018 - Feb 2019

AIRTEL KENYA

Zonal Business Analyst (Contract)

Nov 2024 – Present

Key responsibilities:

- Daily team performance reporting
- Ensure communication to team members from HQ is disseminated
- Compile ad hoc reports requested from HQ from Zones
- Share data that is requested by managers and sales team on the ground
- Identify trends and share insights to improve the zones I support
- Share daily Gross Acquisition, Markets Days, Airtel Money reports to the sales executives
- Query the database to get reports that had been specifically requested by the managers
- Respond to any Business intelligence or data related question from my Zones

Achievements

- 2019– 2023 I was elected as the runners up All-rounded best student Kabarak class of 2023
- 2015– 2018 Served as the Chairperson of the Christian Union,a dormitory Captain,a class representative and a club Chairperson

References:

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