

# Nicolette Mtisi

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## SUMMARY

I am a graduate student pursuing a Master's in Data Analytics and Visualization at Yeshiva University, with expertise in machine learning, AI, and data analysis. Skilled in Python, SQL, Power BI, and Tableau, with proven experience building dashboards and optimizing workflows. Focused on delivering data solutions to enhance decision-making.

## EDUCATION

M.S. in Data Analytics and Visualization, Yeshiva University, New York, NY, Expected Dec 2026

B.Sc. (Hons) in Data Science & Informatics, University of Zimbabwe, Graduated Sept 2024

## SKILLS

Python · SQL · Microsoft Excel · Power BI · Tableau · Machine Learning · Predictive Modeling · Data Wrangling · Data Visualization · Natural Language Processing (NLP) · Large Language Models (LLMs) · Retrieval-Augmented Generation (RAG) · ETL · PostgreSQL · Data Modeling · Business Intelligence (BI) · Statistical Analysis · Customer Insights · Time Series Analysis · NumPy · Pandas · Scikit-learn · Matplotlib · Seaborn · Gradio · Git · Open AI · Hugging Face

## EXPERIENCE

### Data Science Intern — Zimbabwe Power Company (ZPC), Hwange, Zimbabwe, Aug 2022 – Aug 2023

- Cleaned and structured datasets, boosting reporting accuracy by 25% across 10,000+ records.
- Developed dashboards in Excel and Tableau, visualizing fuel usage and KPIs for 5 operational units.
- Delivered insights that reduced fuel waste by 10%, saving \$70,000 annually.

### Data Analyst & Sales Assistant — VEETNIC Enterprises, Hwange, Zimbabwe, Jan 2024 – Dec 2024

- Conducted market basket analysis, identifying product combinations for 30,000+ monthly transactions, increasing sales by 8%.
- Maintained sales databases, streamlining data entry for 30,000 monthly transactions, reducing errors by 15%.
- Created sales and inventory reports using Power BI and Excel, improving decision-making speed by 20%.

### Founder & Owner — Nicole's Treats, Harare, Zimbabwe, Aug 2021 – Dec 2024

- Analyzed sales and customer data using Python and Excel, optimizing pricing strategies for 50+ products, increasing revenue by 12%.
- Designed Tableau visualizations for sales and customer preferences, analyzing 500+ monthly transactions, boosting product development efficiency by 25%.
- Leveraged data insights for marketing campaigns, increasing customer engagement by 20% and acquiring 300 new customers.

## PROJECTS

- **USA Flight Delay Analysis:** Analyzed airline data with Python and SQL to identify delay trends.
- **Twitter Sentiment Analysis (DistilBERT):** Built an NLP model using DistilBERT for airline tweet sentiment classification.
- **Twitter Sentiment Analysis (NLP):** Developed an NLP model with Python, NLTK, and scikit-learn to analyze text sentiment.
- **Predictive Maintenance:** Built a Python-based machine learning model to predict machinery failures.
- **Power BI Sales Dashboard:** Designed a Power BI dashboard for Adventure Works sales metrics.
- **Chronic Disease Analytics:** Built a PostgreSQL system with ETL pipelines for health data insights.