Muziwamandla Phesheya Shabalala

Data Analyst

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PROFILE

Detail-oriented Data Analyst with a focus on investigative intelligence. Specialized in uncovering hidden patterns within complex datasets to drive business growth. Proven track record of translating raw evidence into actionable insights through advanced visualization and statistical modeling. Committed to solving business mysteries through data-driven truth.

EDUCATION

Bsc in Mathematics and Computer Science   08/2022 – Present
University of Eswatini

PROFESSIONAL EXPERIENCE

Assistent IT specialist   2022 – 2023
Municipality of Mbabane   Mbabane

- **Help Desk Support:** Triaged and resolved incoming technical support tickets, ensuring timely resolution and high user satisfaction.
- **Hardware Deployment:** Managed the end-to-end deployment of workstations and peripherals, streamlining the setup process for internal teams.
- **User Onboarding & Provisioning:** Facilitated technical onboarding for new hires by configuring system access, security permissions, and hardware assignments.
- **Network Maintenance:** Monitored and maintained LAN and Wi-Fi connectivity to ensure reliable network uptime for the entire office.
- **Technical Troubleshooting:** Provided hands-on support for hardware (printers/ peripherals) and software (Microsoft 365 suite), resolving daily technical bottlenecks.
- **Asset Management:** Conducted comprehensive audits and cataloging of legacy equipment, optimizing inventory tracking and disposal workflows.

PROJECTS

Power Bi Dashboard   2024 – Present
Data visualisation

- **The Technical Approach:** "Engineered interactive Power BI dashboards utilizing **DAX** and **Power Query** to automate weekly performance audits, reducing manual reporting time by **15+ hours per month**."
- **The Business Impact:** "Transformed raw transactional evidence into comprehensive **Sales Intelligence Reports**, allowing stakeholders to identify high-risk churn patterns with a single click."
- **The Design Angle:** "Developed custom UI/UX themes for corporate dashboards, ensuring data readability and brand consistency for **Tech Swazi** operations."

IT Operations Insight: Help Desk Performance & Asset Lifecycle Analysis   2022 – 2023
Utilizing Python to Identify Support Bottlenecks, Predict Hardware Failures, and Streamline Asset Turnover.

This project involves building a data-driven pipeline to analyze historical IT support data. By processing ticket logs, network performance metrics, and inventory records, the goal is to shift IT from a **reactive** "break-fix" model to a **proactive** management model.

The project focuses on three core pillars:

- **Ticket Trend Mapping:** Using Python (Pandas & Matplotlib) to identify recurring issues (e.g., specific Microsoft 365 bugs or printer models with high failure rates) to suggest permanent infrastructure fixes.
- **Asset Depreciation & Planning:** Analyzing the "Inventory for Old Equipment" logs to calculate the average lifespan of hardware and create a predictive schedule for future budget needs.

- **Onboarding Efficiency:** Tracking the time taken from "Sign-in" to "System Access Granted" to identify delays in the user provisioning process.

Key Components to Include in Your Portfolio

To make this project stand out, you can break down the technical "stack" you used:

- **Data Cleaning (Pandas):** Handling missing data in ticket logs (e.g., tickets that weren't closed properly).
- **Visualizations (Seaborn/Plotly):** Creating heatmaps of "Peak Support Hours" to show when the IT team is most overwhelmed.
- **Categorization (NLP):** A simple Python script that reads ticket descriptions and categorizes them automatically (e.g., "Network," "Hardware," "Access Management").
- **Inventory Forecasting:** Using basic statistical modeling to predict when the current batch of laptops will reach "End of Life" based on past repair frequency.

REFERENCES

S. Nkonyane, *IT specialist,* Municipality of Mbabane
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