

**Nkosingiphile (Phile) Shongwe**

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**SKILLS**

- Quantitative Analysis: Excel, Python, Google Analytics, Machine Learning
- Programming: Python, SQL, R, Stata, SPSS
- Business Tools and Processes: GitHub Agile Scrum, Salesforce, Google Apps, Microsoft Suite, Jira, Project Management

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**EDUCATION**

**Brandeis International Business School** **Waltham, MA**  
**Master of Science in Business Analytics (STEM-Designated) Graduate, GPA: 3.35** 02/2020  
Award: 100% merit-based tuition scholarship

**Colby College** **Waterville, ME**  
**Bachelor of Arts in Psychology concentration in Neuroscience, GPA: 3.46** 05/2015  
Study Abroad (London, UK)  
Awards: Shelby Davis Scholar, Cotter K. Internship Award, Business Plan 1<sup>st</sup> Prize winner

**Tuck School of Business at Dartmouth** **Hanover, NH**  
Tuck Summer Business Bridge Program 07/2014  
Highly selective, accelerated “mini-MBA” culminating in valuation pitch of F500 company

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**EXPERIENCE**

**WPA Inc via Robert Half International** **Cambridge, MA**  
**Data Analytics Consultant (Contract)** 02/2020-04/2020

- Leveraged data analytics to identify Innovation Poverty Action (IPA)’s business model by creating quantitative analysis; presented analytic insights to project leader
- Worked with large datasets to identify key revenue metrics, create visualizations and stories to present to stakeholders
- Communicated with top management to incorporate changes in data collection to ensure complete information for tracking vendor relationships

**SS&C Intralinks** **Waltham, MA**  
**Technical Project Manager Intern** 06/2019-12/2019

- Oversaw innovation projects to guide new product launches using machine learning algorithms, market research, in-depth interviews and competitive landscaping. Presented findings to senior executive teams
- Collaborated internally with cross-functional teams to develop data driven recommendations for product improvements
- Organized product road maps, prioritized product backlogs, and shared project updates with stakeholders. Successfully delivered data-driven reports to support new product development efforts

**Bank of America** **Plano, TX**  
**Home Loans Analyst** 07/2017-08/2018

- Worked with loan officers to review final closing document for Home Equity Line of Credit loans
- Reviewed loan documentation to answer interest rate questions, quote payoffs to title companies, explain loan payments, and set up new payment schedules for existing loans
- Maintained high level of customer service with external and internal customers and vendors, and resolved queries, which helped achieve a 90% customer satisfaction rate

**Google** **Mountain View, CA**  
**Sales Coordinator (Contractor)** 02/2016-02/2017

- Analyzed customer feedback, in partnership with product managers, and leveraged it to drive innovative solutions for clients
- Promoted the adoption of Google Apps (G-Suite) with SMB executives across North America; consistently exceeded sales goal by 40%. Used sales data from previous months to curate industry-specific sales pitches
- Advised and guided clients on the best way to manage their information management systems according to HIPPA compliant standards, based on customer feedback data

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**ACTIVITIES/LEADERSHIP EXPERIENCE**

Co-founded Photons, a youth empowerment organization, Marketing & Communications Officer: Brandeis African Business Association; Digital Analytics Manager: Lead Us Today (Youth Empowerment Not-for-profit organization) sponsored by Google