PRISCILLA MALOMBE NZULA

Data Analyst |Data Scientist| Python|Sql|Machine Learning|Excel|Tableau|Git&Github|Business Analyst|Data Visualization|Data Cleaning |Data Protection|Statistical Modelling|Dashboards|Power Bi|Communication| Problem Solving | Critical Thinking|Portfolio Management|

Tel: +254 792 214 211 | **Email:** danielpriscilla61@gmail.com |**LinkedIn: www.linkedin.com/in/priscilla-nzula** | **GitHub:** https://github.com/priscillanzula | **Location:** Nairobi, Kenya

PROFESSIONAL SUMMARY

Detail-oriented data analyst with one year of experience in transforming complex data into actionable strategies. Proficient in Python, SQL, Tableau, and Excel, with a proven track record of managing and analyzing large datasets to drive business decisions. Successfully managed client loan portfolios at Equity Bank Limited Kenya, leading to a significant reduction in monthly provisioning and account slippage.

Experienced in data analysis, statistical modelling and data visualization, effectively communicating insights to stakeholders. Looking to bring these data-driven skills to a dynamic team in a challenging role that requires strategic decision-making and analytical expertise.

WORK EXPERIENCE

Data Analyst
Freelancing | Apr 2024 – Present
Roles And Responsibilities:
- Designed and implemented a dynamic Excel dashboard for a coffee shop, enabling real-time sales and inventory tracking, which optimized operational efficiency.
- Developed predictive models for a real estate investment firm to forecast property values and investment returns, enhancing strategic decision-making.
- Created a recommendation algorithm for a movie streaming service, personalizing user experiences and increasing viewer engagement metrics.
- Synthesized complex datasets into actionable insights for business strategy and process improvements across multiple projects.

Relationship Officer – Credit Monitoring and Collections
Equity Bank Limited | Aug 2019 – Apr 2024
Roles And Responsibilities:
- Reduced monthly provisioning and account slippage by 30% through analyzing and restructuring loan portfolios, resulting in improved financial stability for the bank and a reduction in non-performing loans.
- Facilitated virtual client meetings and calls, enabling consistent assessment of SME and corporate clients' business performance during remote work periods.
- Implemented approved action plans, closely monitoring account performance to ensure alignment with financial objectives.
- Encouraged a culture of saving among clients, enhancing their financial literacy and stability beyond loan repayments.
- Managed customer complaints, achieving a resolution rate within 48 hours, ensuring timely escalation and resolution by coordinating with relevant authorities, which improved overall client satisfaction by 27%.
- Collaborated with external service providers, such as insurance companies and brokers, to recover assigned accounts, particularly in asset finance and IPF cases.

Relationship Officer
Equity Bank Limited | Apr 2015 – Aug 2016
Roles And Responsibilities:
- Conducted client outreach to explore opportunities for onboarding new clients, ensuring continued growth and expansion during periods of remote work.

- Supported and executed marketing initiatives, regularly monitoring product performance and providing actionable feedback to enhance competitiveness.
- Researched and analyzed competitive pricing and market practices, ensuring the bank's products remained competitive and appealing to clients.
- Successfully onboarded new clients by identifying and leveraging market opportunities, contributing to the branch's overall growth objectives.

EDUCATION

Software Development | February 2025 – Ongoing

Power Learn Project

CIPIT Data Protection |October 2024

Strathmore University

Data Science | June 2024

Moringa School

Bachelor of Science in Mathematics and Computer Science - Pure Mathematics | Oct 2019

Multimedia University of Kenya

PROJECTS

Pro Realty Real Estate Investor - https://github.com/priscillanzula/pro_realty.git
- Developed a multiple linear regression model analyzing King County housing market data
- Implemented machine learning algorithms to predict house prices and optimize ROI
- Created interactive visualizations for presenting insights to stakeholders.

  Technologies used: Python, Scikit-learn, Pandas, SQL, Matplotlib

Syriatel churn analysis https://github.com/Saoke1219/syriatel_churn/blob/nzula_priscilla/

- Built predictive models to identify key factors influencing customer churn.
- Analyzed historical customer data using statistical methods and machine learning.
- Developed actionable insights leading to improved customer retention strategies.

Technologies used: Python, Statistical Analysis, Machine Learning, Data Visualization

LANGUAGES

- **English**
- **Kiswahili**