

SIBUSISO MKHIZE

Summary *I am a self-motivated and results-focused individual, and I will do whatever it takes to get the job done. I have a friendly, cheerful personality and a consistently positive attitude. Having achieved my goals in my current position, I am now looking for a new challenge.*

Skills

- SQL (Microsoft SQL Server, MySQL)
- Python (Pandas, NumPy, Scikit-learn, Matplotlib)
- Excel (VLookup, Conditional Formatting, Pivot Tables)
- Microsoft Azure (Machine Learning)
- PySpark
- Microsoft Power BI (DAX formulas)
- ITIL Foundation V3

Work Experience

DATA ANALYST – SECONDMENT ROLE – MTN SA – Johannesburg

January 2023 – Present

- Providing analytics and reporting that focuses on generating insights that will ensure continuous business improvements.
- Actively monitor and analyze service quality KPI's and customer service level experience and make recommendations for improving service efficiency and enhancing the customer experience.

Achievements:

Customer Experience Management Dashboard (Power BI):

- Utilized SQL (Oracle Database) to extract data from multiple related tables from customer experience databases using JOIN and VIEW
- Transformed and processed data by using DAX to ensure data completeness and validity
- Created a dashboard with Power Bi to compare drop calls achieved by our corporate clients against ICASA targets etc.

Coverage Tickets Management Dashboard (Power BI):

- Utilized SQL (Oracle Database) to extract data from multiple related tables from customer experience databases using JOIN and VIEW
- Transformed and processed data by using DAX to ensure data completeness and validity
- Created a dashboard with Power Bi to help management keep track of coverage tickets logged against those resolved.

SPECIALIST – NETWORK CUSTOMER SOLUTIONS – MTN SA – Johannesburg

September 2022 – Present

Take responsibility for regional network quality & coverage issues, including:

- Respond to all incoming coverage and network quality queries within the set KPI period
- Investigate and resolve coverage and network quality (Voice and Data) problems through needs analysis and feasibility study ensuring viability for Installation of appropriate equipment/solution to be installed/offered to customer to improve Network quality or coverage (voice or Data)
- Work with the Planning & Optimization Division toward the resolution of coverage and network quality (Voice and Data) faults
- Perform follow up test drives to ensure faults have been resolved as expected

- Ensure end-to-end project coordination and communication between all coverage complaint value chain parties.
- Coordinate between the NQC Coordinators, Radio Planning, and Optimization Planners on Cell Extender projects to expedite implementation.
- Ensure that all CE installations are completed within contract SLAs.
- Follow up with customers on CE installations to ensure customer satisfaction.

Education

POSTGRADUATE DIPLOMA IN SCIENCE IN THE FIELD OF DATA SCIENCE.

University of the Witwatersrand- Nov 2024

Qualification Status: Completed

MAJORS:

- Mathematical and Statistical Foundations of Data Science, Programming for Data Scientists, Applied Machine Learning.

BACHELOR OF TECHNOLOGY (BTECH) - COMPUTER SYSTEMS ENGINEERING.

University of South Africa - Nov 2022

Qualification Status: Completed

MAJORS:

- Databases (Linux, SQL), Advanced System Development, Engineering Management & Engineering Mathematics

NATIONAL DIPLOMA - COMPUTER SYSTEMS ENGINEERING.

Durban University of Technology – Nov 2013

Qualification Status: Completed

MAJORS:

- Databases (Linux, SQL), System Analysis (MATLAB), Programming (JavaScript, C++, C#) & Engineering Mathematics,

PROFESSIONAL CERTIFICATIONS

Certification of Intermediate SQL for Data Scientists (2023)

Online course – LinkedIn Learning

Certification of Learning Linux Command Line (2023)

Online course – LinkedIn Learning

Certification of SQL and Relational Databases 101 (2023)

Online course – Cognitive Class by IBM

Certification of Data Analysis with Python (2023)

Online course – Cognitive Class by IBM

Certification of Data Visualization with Python (2023)

Online course – Cognitive Class by IBM

Certification of Python 101 for Data Science (2023)

Online course – Cognitive Class by IBM

Certification of MTN Data Science Academy (2022)

Online course – Skillsoft

Certification of ITIL Service Offerings and Agreements (2015)

Online course – Axelos

Certification of ITIL Foundation Level (2017)

Online course – Axelos

References

Available upon request.