Sibusiso Mkhize

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Profile Summary

- Data Enthusiast with a Postgraduate Diploma in Data Science and 2+ years as a seconded Data Analyst. Proficient in Excel, SQL, Power BI, and Python, passionate about transforming raw data into actionable insights.

EDUCATION

University of the Witwatersrand (Wits) Johannesburg, GP
Postgraduate Diploma in Science in the Field of Data Science *Jan. 2024 – Dec 2024*

University of South Africa (UNISA) Johannesburg, GP
Bachelor of Technology in Electrical Engineering *Jan. 2021 – Dec 2022*

Durban University of Technology (DUT) Durban, KZN
National Diploma in Computer Systems Engineering *Jan. 2011 – Dec 2013*

EXPERIENCE

Data Analyst (Secondment Role) Jan. 2023 – Present
MTN SA *Johannesburg, GP*
- Leveraged SQL on Oracle databases to analyse over 500,000 daily user experience KPIs (e.g., call setup, SMS, dropped calls, web response) for MTN subscribers (domestic and international), identifying worst-impacted users and contributing base stations.
- Developed and monitored Power BI dashboards visualising these KPIs (e.g., call setup, SMS, dropped calls, web response) to facilitate proactive identification of issues, informing escalations that resulted in a 60 percent reduction in coverage complaints
- Documented and presented findings, including identified impacted subscribers and contributing base stations, to the Client Service department, ensuring clear communication and enabling targeted action to resolve service quality issues and improve customer experience

Specialist - Network Customer Solutions Sep. 2022 – Present
MTN SA *Johannesburg, GP*
- Responding to coverage and network quality queries with data-driven insights derived from in-house systems and analysed in Excel within KPI timelines.
- Analysing network quality (voice and data) problems using Excel and in-house systems to identify root causes and support feasibility studies for effective solutions.
- Collaborating with Planning and Optimisation by providing data and analytical support generated from in-house systems and Excel for fault resolution.

Coordinator - Coverage Support Dec 2015 – Aug. 2022
MTN SA *Johannesburg, GP*
- Facilitating the design and implementation of efficient data extraction methodologies from various sources to support customer reporting needs.
- Leading the development of interactive and insightful Power BI dashboards tailored to MTN Enterprise customers, enabling them to monitor key performance indicators and understand their data.
- Generating customer-specific presentations using Excel pivot tables and charts to visually communicate data insights and support strategic discussions.
- Producing and disseminating monthly statistics on coverage tickets using Excel pivot tables and charts, providing valuable data for internal stakeholders to monitor and improve network performance.

PROJECTS

OnyX Coffee | Sales Performance Analysis in Excel   February 2025
- ∗ Spearheaded a comprehensive data analysis project for OnyX Coffee (South Africa), leveraging a 142,550-record dataset extracted from a MySQL database (Excel) to identify key insights for enhancing profitability and commercial success across South Africa, Namibia, and Botswana.
- ∗ Utilized Excel for data manipulation, analysis (including trend analysis and growth rate calculations), and the creation of an overview dashboard to visualize key findings and support the development of strategic recommendations.
- ∗ Presented key findings and strategic recommendations to the Head of Operations, supported by data visualizations and a comprehensive report, to inform business decisions related to sales growth, product strategy, and customer loyalty.

OnyX Coffee | Sales Performance Analysis in SQL   March 2025
- ∗ Led a comprehensive data analysis project for OnyX Coffee, partnering with the Head of Operations to leverage a 142,550-record dataset (MySQL) and address key strategic questions regarding customer loyalty, product performance, and geographic sales distribution.
- ∗ Analyzed loyalty program penetration, determining a 51 percent adoption rate across the customer base, providing a benchmark for future growth initiatives and identifying a potential disconnect with high-value customers.
- ∗ Conducted a detailed product profitability analysis, identifying Liberica Light Roast (2.5 kg) as the most profitable and Robusta Dark Roast (0.2 kg) as the least, directly informing pricing and product strategy recommendations.

OnyX Coffee | Sales Performance Analysis in SQL and Microsoft Power BI   April 2025
- ∗ Extracted and analyzed product distribution and country-specific sales data using SQL (MySQL), quantifying order volumes and sales of coffee bean products in South Africa, Namibia, and Botswana, with key trends visualized in Power BI dashboards.
- ∗ Determined the top-selling products in each country using SQL (MySQL), revealing market-specific product preferences (e.g., Robusta Medium Roast in South Africa, Arabica Medium Roast in Namibia) and visualizing these preferences in Power BI.
- ∗ Identified the top 5 South African cities for coffee bean sales volume (e.g., Cape Town, Johannesburg) using SQL (MySQL), enabling focused distribution and marketing efforts within the primary market, with geographical insights presented in Power BI.

TECHNICAL SKILLS

Languages: Python, SQL (Oracle and Mysql), SAS, R
Developer Tools: Power BI, Tableau, Jupyter Notebook, Microsoft Azure, VS Code, Unix/Linux
Libraries: pandas, NumPy, Matplotlib , Scikit-learn