WILLIAM AGENGO

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PROFESSIONAL SUMMARY

Results-driven Junior Data Analyst with a strong foundation in statistical analysis, data visualization, and business intelligence. Currently completing a Business Analyst Data Analysis internship program at Uptrail, with hands-on experience in Python, SQL, and data analytics tools. Combines technical proficiency in programming with business administration background to transform complex datasets into actionable insights. Proven ability to troubleshoot technical challenges and deliver data-driven solutions in collaborative environments.

TECHNICAL SKILLS

Data Analysis & Visualization: Python (Pandas, NumPy, Matplotlib, Seaborn), Excel (Advanced Functions, Pivot Tables, Power Query), SQL, Data Cleaning, Statistical Analysis, Exploratory Data Analysis (EDA)

Business Intelligence Tools: Power BI, Tableau (in progress), Google Analytics, Data Reporting & Dashboard Creation

Programming & Development: Python, JavaScript (ES6+), SQL, HTML5, CSS3, C#, Git/GitHub

Database Management: SQL (MySQL, PostgreSQL), MongoDB, Database Design, Query Optimization

Additional Tools: Jupyter Notebook, VS Code, MS Office Suite, JIRA, Agile Methodologies

EDUCATION & PROFESSIONAL TRAINING

Business Analyst Data Analysis Internship Program

Uptrail | 2024 - Present

- Intensive hands-on training in data analysis, statistical methods, and business intelligence
- Developing proficiency in Python for data manipulation, analysis, and visualization using Pandas, NumPy, and Matplotlib
- Building expertise in SQL for database querying, data extraction, and report generation
- Creating interactive dashboards and data visualizations to communicate insights to stakeholders
- Applying statistical techniques and A/B testing methodologies for data-driven decision making

Bachelor of Business Administration

Satakunta University of Applied Sciences, Pori, Finland | 2012 - 2016

- Relevant Coursework: Information Communications Technology (ICT), Business Analytics, Media & Marketing, Web Development Fundamentals
- Completed Web Development Bootcamp at Integrity.io focusing on full-stack development and database management

DATA ANALYSIS PROJECTS

Sales Performance Dashboard | Python, Pandas, Power BI

2024

- Analyzed sales data from multiple sources using Python (Pandas) to identify trends, seasonality, and top-performing products

- Created interactive Power BI dashboard displaying KPIs, revenue trends, and regional performance metrics
- Implemented data cleaning procedures improving data accuracy by 25% and reducing reporting time by 35%

Customer Segmentation Analysis | Python, SQL, Matplotlib

2024

- Performed exploratory data analysis on customer transaction database using SQL queries and Python
- Applied clustering algorithms (K-Means) to segment customers based on purchasing behavior and demographics
- Visualized segment characteristics using Matplotlib and Seaborn, presenting findings to stakeholders

Expense Tracker Web Application | JavaScript, HTML5, CSS3, SQL

2023

- Developed full-stack web application for tracking and analyzing personal financial data with responsive design
- Implemented data persistence using SQL database and built reporting features for expense categorization
- Integrated dynamic data visualization charts to display spending patterns and budget insights

PROFESSIONAL EXPERIENCE

Freelance IT Support Specialist

Self-Employed | 2022 - Present

- Provide technical support and troubleshooting services for hardware, software, and network connectivity issues
- Maintain detailed documentation of technical issues and solutions, improving knowledge base efficiency by 30%
- Manage IT asset tracking systems and deployment processes following ITIL best practices
- Analyze system performance data to identify patterns and recommend preventive maintenance solutions

Desktop Support Specialist

Various Organizations | 2018 - 2021

- Provided comprehensive technical support including installation, configuration, and troubleshooting of hardware and software
- Analyzed support ticket data to identify recurring issues and implemented process improvements reducing resolution time by 25%
- Created and maintained technical documentation, reports, and deployment checklists for cross-functional teams
- Collaborated with stakeholders to gather requirements and deliver data-driven recommendations for IT infrastructure improvements

Volunteer Tech Support

Braedan Technologies, Nairobi, Kenya | 2010 - 2011

- Provided technical support to 50+ community members with computer setup and software installation
- Tracked and analyzed support metrics, achieving 35% reduction in repeat issues through user education
- Developed knowledge base documentation increasing user self-service capabilities by 25%

CERTIFICATIONS

- Finance and Accounting | European Institute of Leadership & Management, Dublin, Ireland (2025)
- The Python Bible - Everything You Need to Program in Python | Udemy (2020)
- Build Responsive Real-World Websites with HTML and CSS | Udemy (2022)
- Currently pursuing: CompTIA Security+, Advanced SQL, and Tableau Desktop Specialist certifications

ADDITIONAL INFORMATION

- **Languages:** English (Fluent), Finnish (Intermediate), Swahili (Native)
- **Key Strengths:** Problem-solving, Critical thinking, Data storytelling, Attention to detail, Cross-functional collaboration
- **Interests:** Machine Learning, Financial Analytics, Business Intelligence, Data Science, Predictive Modeling