JIMMY CHARO

Data Analyst

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PROFESSIONAL SUMMARY

I have a solid background in fintech and a proven track record of using data analysis to improve customer satisfaction. I hold a bachelor's degree in Agribusiness Management and IT from Maseno University and received certification in data analytics through the ALX program. My strong analytical, communication, and problem-solving abilities make me an excellent fit for a data analytics function in a fast-paced setting. I am skilled in SQL, Python, and data visualization. I'm excited to learn more about predictive modeling and machine learning, and I am eager to use my expertise to generate useful insights and aid in strategic decision-making.

SKILLS

Programming Languages:	Python (Pandas, NumPy, Seaborn, MatPlotLib)
Databases:	MS SQL Server, MySQL, PostgreSQL
BI & Visualization Tools:	Power BI, Tableau, MS Excel(Pivot Table, VLOOKUP, Conditional Formatting)

PROJECTS

PwC Switzerland Power BI Job Simulation on Forage - Virtual Client's Project   April 2024
- Completed a job simulation where I strengthened my PowerBI skills to better understand clients and their data visualization needs.
- Demonstrated expertise in data visualization through the creation of Power BI dashboards that effectively conveyed KPIs, showcasing the ability to respond to client requests with well-designed solutions.
- Strong communication skills reflected in the concise and informative email communication with engagement partners, delivering valuable insights and actionable suggestions based on data analysis.
- Leveraged analytical problem-solving skills to examine HR data, particularly focusing on gender-related KPIs, and identified root causes for gender balance issues at the executive management level, highlighting a commitment to data-driven decision-making.

Game Analysis with SQL   March 2024
- Used SQL to answer key questions about player behavior and game trends, such as kill numbers, headshots, and scoreboards.
- Identified gaming trends to inform game creation and optimization, modifying game elements to increase user engagement and satisfaction.
- Conducted a detailed analysis of a large gaming dataset to understand player engagement, level progression, and performance metrics.

Meriskill Virtual Internship Projects
Data Analyst Intern   October 2023 - November 2023
- Developed an interactive sales analysis dashboard using Power BI to visualize key sales performance metrics and trends, aiding strategic decision-making.
- Created a comprehensive HR analytics dashboard with Tableau to track and analyze employee metrics, enhancing insights into workforce trends and productivity.
- Built a predictive model using Python to forecast the likelihood of diabetes in patients, providing valuable insights for early intervention and healthcare planning.

WORK EXPERIENCE

Waya   Nairobi, Kenya
Data Analyst   July 2024 - Present

- Collect, process, and analyze large datasets from various sources to extract meaningful insights, ensuring the data is accurate and relevant for strategic decision-making.
- Develop and maintain interactive dashboards and comprehensive reports to monitor key performance indicators (KPIs), enabling stakeholders to track progress and identify areas for improvement.
- Perform rigorous data validation and quality checks to ensure the accuracy, reliability, and integrity of the data, addressing any discrepancies or issues promptly.
- Provide actionable insights and data-driven recommendations based on thorough analysis, helping to inform business strategies, improve operational efficiency, and support decision-making processes.

Waya   Nairobi, Kenya
Customer Support Officer   October 2022 - June 2024

- Leveraged Google Sheets to compile and track customer interaction data, streamlining the reporting process and ensuring timely, accurate monthly reports.
- Created and implemented an innovative workflow on Intercom, improving the collection and analysis of customer satisfaction metrics.
- Successfully resolved over 1000 customer complaints, enhancing customer satisfaction.
- Collaborated with the Product team to design and implement a Waya User dashboard to track key performance indicators, enabling real-time monitoring and data-driven improvements.

Flexpay Technologies   Nairobi, Kenya
Customer Service Representative   November 2021 - September 2022

- Utilized CRM software to maintain accurate records, improving data accuracy and reducing response time by 25%
- Boosted customer retention by 15% and positive feedback through exemplary post-sales support.
- Prepared detailed reports on customer interactions, issues, and resolutions for management review.

EDUCATION & CERTIFICATIONS

Associate Data Analyst Certification   May 2024 - July 2024
DataCamp

Data Analytics Nanodegree   May 2023 - December 2023
ALX (Hybrid)

Bachelor of Science in Agribusiness Management with IT
Maseno University, 2nd Class Honors - Upper Division   August 2016 - April 2021

REFERENCES

References available upon request.