

# Sanjo Yongo

## Data Analyst

A passionate data analyst with 5 years' experience in data science and customer service. I have great proficiency in business intelligence which management leverages to make informed data driven decisions.



sanjoamimo@gmail.com

254-728860357

650-00516, Nairobi, Kenya

## WORK EXPERIENCE

### Senior Data Analyst Sun Culture

06/2019 - Present

#### Achievements/Tasks

- Improved Data Integrity and Confidence: Conducted comprehensive gap analyses and rigorous spot checks across various datasets, elevating data quality. This initiative cultivated a more robust data culture within the company, fostering stakeholder confidence in generated reports.
- Modernized and automated Reporting: Automated the generation of critical financial reports, including sales and revenue figures, credit portfolio health indicators, investor data requirements, inventory KPIs. This automation significantly minimized errors and ensured accurate and timely reporting.
- Improved Database Performance: Implemented advanced techniques to enhance query performance, using views and procedures resulting in a notable reduction in database outages. This proactive approach ensured smoother operations and minimized disruptions caused by performance issues.

### Data and Reporting Coordinator One Acre Fund

01/2018 - 01/2019

#### Achievements/Tasks

- Handled satisfactorily all assigned client data analysis requests from different stakeholders within and outside of Business Operations.
- Prepared weekly District Level Prepayment and Repayment Status Reports for field staff.
- Successfully created a tool to run the Kenya-Product Adoption Rate analysis using R.

### Customer Care SMS Team Lead One Acre Fund

03/2014 - 12/2017

#### Achievements/Tasks

- Successfully provided leadership to the SMS and Email in attending to all the SMS requests sent to the clients.
- Developed and standardized the tool to monitor ticket volume, call patterns, and first call resolution. This helped the CE specialist to arrange the call agents into pods in order to improve the first call resolution.
- Forecasted the future call volume and used data to help the CE specialist to make informed decision especially on staffing.

## VOLUNTEER EXPERIENCE

Media and Sound - Church (09/2020 - Present)

## SKILLS

Machine Learning

Data Science

Data warehousing

Data Visualization

Public Speaking

Leadership

Customer Service

Consultancy

Strategic Management

## EDUCATION

### Bachelor of Science (Mathematics) University of Nairobi

09/2009 - 05/2013

Second Class (Upper).

#### Courses

- Specialized in Social Statistics

### Kenya Certificate of Secondary Education Musingu High School

02/2004 - 11/2007

Grade: A-(Minus).

### Kenya Certificate of Primary Education Dandora Primary School

01/1996 - 11/2003

Marks: 373 out of 500

## CERTIFICATES

Statistical Packages (09/2011 - 12/2012)

Sound knowledge and expertise in Python,R, Power Bi, Tableau and SQL

## LANGUAGES

English

Full Professional Proficiency

Kiswahili

Native or Bilingual Proficiency

## REFEREES

Felister Jepchumba| Entrepise Architect|sunculture.com|Mobile Phone Number: +254 723090612

Linda Mise| Customer Care Specialist| One Acre Fund| Mobile Phone Number: +254 715 816 083

Bishop Jackson Wambua| Deliverance Church - Kakamega |Mobile Phone Number: +254 722301693