John Muthoka

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Summary of qualifications

Experienced Business Intelligence Analyst with over 4 years of expertise in data analysis, report generation, and dashboard development. Proficient in SQL, Power BI, and quality assurance processes to enhance data integrity and inform strategic decision-making. Demonstrated ability to gather stakeholder requirements, analyze program data, and present insights effectively. Adept at training teams and supporting data-driven organizational learning.

Work Experience

April 2024 – Present: Business Intelligence Analyst – Griffin Global Technologies (Alpharetta, Georgia -Hybrid)

- Designed and developed BI solutions using SQL, Tableau and Power BI to deliver actionable insights into business performance, market trends, and customer behavior.
- Improved the quality of key system performance data by embedding quality assurance processes and setting data standards, enhancing data integrity.
- Automated reporting tasks, increasing forecast accuracy by 20% and optimizing data processing for operational efficiency.
- Created resource allocation and time logging dashboards to support Solution Delivery Leads, streamlining operations.

October 2022 –March 2024: Programme Analyst – Safaricom PLC (Kenya - Onsite)

- Developed and maintained intelligence-sharing dashboards and reports using Power BI and Qlik sense, facilitating all-inclusive programme analysis and reporting.

- Led data quality initiatives to ensure high integrity and accessibility of program data, driving informed decision-making.
- Collaborated with cross-functional teams to identify information needs and developed tools and processes to meet these needs.
- Established data warehouses to support operational efficiency and tracked KPIs using dynamic dashboards, enhancing performance management.

July 2021 – September 2022: Data Assistant – Science for Africa Foundation (Kenya - Onsite)

- Conducted data analysis and visualization using Power BI and Tableau, contributing to insightful data reports and visualizations.
- Developed follow-up schedules to support data upload verification and updates ensuring data accuracy and completeness.
- Provided remote support via Zoho helpdesk system addressing user inquiries and troubleshooting issues effectively.
- Identified inconsistencies between the system and third-party integrations, enhancing documentation accuracy.
- Generated weekly, biweekly, and monthly reports on data upload status, identifying gaps and providing actionable insights.
- Supported platform release planning and feedback workshops, contributing to successful platform launches.

December 2020 – July 2021: Data Assistant - CTC, The African Academy of Sciences (Kenya -Onsite)

- Conducted daily checks of data entered the platform for duplicate data, accuracy, and completeness.
- Developed follow-up schedules with users to support data upload verification and update.
- Provided support with the identification of inconsistencies between the system and existing 3rd party integrations and documentation.
- Generated weekly, biweekly, and monthly reports on the status of data upload, identifying gaps and providing actionable insights.
- Supported platform release planning and feedback gathering workshops, ensuring alignment with project objectives.
- Conducted UAT testing and Jira board updates ensuring thorough testing and tracking of EPR implementation.

- Provided IT support services for programs, assisting with various technical issues and Google Analytics exercises.

September 2020 – December 2020: CTC Data Entry and Verification Volunteer, The African Academy of Sciences (Kenya - Remote)

- Provided immediate frontline support to users through the helpdesk and online request chatrooms.
- Documented statistics and questions generated from the helpdesk to assist in feature prioritization and iteration planning.
- Supported backlog management, iteration planning, and the developer during the development and rollout phases of the platform.
- Participated in requirement refinement planning.
- Supported the CTC team during the rollout and feedback gathering workshops.

May 2020 – August 2020: ICT Officer, Hoffman Solutions Limited

- Developed client solutions (web and mobile applications) to enhance user experience and operational efficiency.
- Managed data entry, mining, quality, and analysis ensuring data integrity and accuracy.
- Developed online courses and configured e-learning sites to support remote learning.
- Provided user support and technical assistance, ensuring smooth implementation of service level agreements (SLA).

Education

- **Rongo University, Kenya (2016 -2022)** - Bachelor of Science in Informatics (Second Class Upper Division)

  Relevant Coursework: Data Analysis, Business Intelligence, Database Management, Statistical Modeling, Software Development

  Projects:

  - Developed a comprehensive data analysis project using Power BI, which analyzed and visualized large datasets to provide actionable insights for a fictional business scenario.

- o Created a business intelligence dashboard in Power BI for a course project, integrating various data sources to track key performance indicators (KPIs).

- **St. Joseph's Seminary School, Kenya (2012 – 2015)** - Kenya Certificate of Secondary Education (KCSE – B Plain)

Skills
- **Data Analysis & Reporting:** Advanced SQL, Python, Excel, Report & Dashboard Development
- **Data Visualization:** Power BI, Qlik Sense, Tableau
- **Quality Assurance**: Data Quality, Data Validation, Embedding QA Processes
- **Data Management**: ETL, Data Integration, Data Transformation, Analytical Platforms
- **Stakeholder Collaboration**: Requirement Gathering, Decision-Making Support
- **Training & Capacity Building**: Training Teams, Developing Standards & Tools