

# Michelle Njeri Njuguna

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## Computer Science Graduate

Highly motivated and dedicated computer science graduate with a strong passion for data science and artificial intelligence. Seeking a position in the field of data science and AI to leverage my skills in uncovering hidden patterns, developing accurate visualizations, and contributing to effective decision-making. Experienced in Tableau, Power BI, Excel, Scalar, Python, R, and proficient in data analysis, data security, project management, and web programming.

### Core Competencies

- Python
- Tableau
- R
- Power BI
- Communication
- Excel
- Data Analysis
- Web Programming
- JavaScript
- UI/UX Design
- MySQL
- Scala
- Project Management
- Data Security

## Professional Experience

Technical Support Intern

May 2022 to August 2022

Kristel Communications LTD, Nairobi, Kenya

- Manage complete installations for the security products for clients.
- Schedule trainings for clients on the security products.
- Train clients on the specific solutions they have taken.
- Pitch new ideas of products the client may need.
- Come up with optimal solutions when issues arise on the field.
- Lead the team and share responsibilities when on the field.
- Review company's goals to identify best practices aligned with corporate goals.
- Review proposals, and send them out to clients.
- Document all the technical processes, installations and trainings.
- Help with the technical challenges being faced internally.

- Generate weekly, monthly, quarterly and yearly reports on technical operations.

#### Data Analysis Intern

May 2021 to August 2021

Kristel Communications Ltd, Nairobi, Kenya

- Collected data from Client consoles and cleaned it.
- Kept all documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery.
- Evaluated client environment looking for loopholes that may be used to get access to their fields.
- Offered expertise in improving client security detail in their companies.
- Supplied daily support to clients and technical engineers.
- Trained clients on how to check for loopholes in their systems.
- Maintained customer satisfaction while handling reporting and communication quickly and professionally.

#### Help Desk Dispatch

October 2020 to January 2021

Kristel Communication Ltd, Nairobi, Kenya

- Maintained fully compliant and open operations with thorough business.
- Handled sensitive data for the company.
- Planned activities for the company and its clients.
- Assisted in overseeing technical activities and monitored engineers' performances.
- Scheduled all tasks to be performed on a daily basis by the technical engineers.
- Conducted trainings for the clients.
- Adjusted procedures as needed to maximize department effectiveness.
- Coordinated with the sales team to improve on the relationship between the technical professionals and the sales operators.

- Maintained complete documentation and records of all the company's' activities.
- Communicated with clients to ensure satisfaction of the services provided.
- Administered project-based data entry assignments for accurate record-keeping.
- Ensured all the goals and service dispatch order the company set was followed.
- Planned and coordinated for installations to be done by the engineers.

#### Help Desk Dispatch Intern

May 2020 to September 2020

Kristel Communication Ltd, Nairobi, Kenya

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## Education & Certifications

- Bachelor of Computer Science: Computer Science, The Catholic University of Eastern Africa, awaiting graduation in 2023
- Currently enrolled in Udacity Data Science Scholarship facilitated through Access Bank • Naivasha Girls' Sec. School, 2018

## **Referees**

References available upon request.