

## PRISCILLA MALOMBE NZULA

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| **Nairobi, Kenya** | **Github:** <https://github.com/priscillanzula>

### PROFESSIONAL SUMMARY

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A data analyst and scientist with 5+ years of experience in the corporate sector, leveraging self-directed projects to develop skills in data analysis, and statistical modeling to drive business insights. Skilled in MySQL Databases, SQL, Power Bi, Python, data visualization and predictive modelling with a strong foundation in uncovering actionable insights from complex datasets.

### TECHNICAL SKILLS

- Python (NumPy, Pandas, Scikit-learn, Matplotlib).
- SQL (complex querying, ETL processes).
- Excel, Power BI (Data Visualization).
- Machine Learning: Predictive Modelling, Feature Engineering, Model Deployment.
- Statistical Modelling (Regression analysis).
- Tools: Jupyter Notebook, Vs. Code, Google Colab.

### CORE COMPETENCIES

- **Data Analysis & Insights:** Proficient in extracting, cleaning, and analyzing complex datasets to identify actionable insights and drive business decisions.
- **Data Visualization & Communication:** Skilled in creating compelling data visualizations and presenting findings to both technical and non-technical audiences.
- **Machine Learning & Predictive Modeling:** Experienced in developing and implementing machine learning models for tasks such as prediction, and optimization.
- **Programming & Database Management:** Strong foundation in Python (including libraries like NumPy, Pandas, and Scikit-learn) and SQL for data manipulation and database management.
- **Tools & Platforms:** Expertise in data analysis and visualization tools including Tableau, Power BI, Jupyter Notebook, and Google Colab, and Git and GitHub for version control.
- **Collaboration:** Proven ability to collaborate effectively with peers on various projects to achieve shared objectives.

### PROFESSIONAL EXPERIENCE

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#### Data Analyst

Freelancing, Kenya

Aug 2024 – Present

- Designed, developed, and implemented end-to-end data analysis solutions for various business problems, demonstrating proficiency in the full data lifecycle.
- Independently sourced, cleaned, and preprocessed raw data from diverse sources, ensuring data quality and integrity for subsequent analysis.
- Applied a range of analytical techniques, including statistical modeling, machine learning, and data visualization, to extract meaningful insights and identify trends.
- Created interactive dashboards and reports to communicate complex data findings to stakeholders in a clear and concise manner.
- Managed and prioritized multiple projects simultaneously, demonstrating strong organizational and time-management skills.

## **Relationship Officer – Credit Monitoring & Collections**

**Equity Bank Limited, Kenya**

**Nov 2021 – Aug 2024**

- Reduced monthly provisioning and account slippage by 30% through analyzing and restructuring loan portfolios, significantly enhancing financial stability and reducing non-performing loans.
- Facilitated virtual client meetings and calls, consistently assessing SME and corporate clients' business performance, which was crucial during remote work periods.
- Managed customer complaints with a resolution rate within 48 hours by coordinating with relevant authorities, boosting overall client satisfaction by 27%.
- Compiled, verified, and interpreted crucial financial data, producing actionable insights that informed strategic decisions across multiple departments.

## **Relationship Officer -Cash**

**Equity Bank Limited, Kenya**

**Aug 2019 – Nov 2021**

- Increased client satisfaction through providing tailored financial advice and guidance, leading to a 25% improvement in client retention rates.
- Managed a diverse portfolio of clients, consistently achieving and surpassing set financial targets by 30% through strategic account management and proactive client engagement.
- Conducted virtual consultations with clients, ensuring seamless communication and continuity of service during remote work periods.
- Escalated and resolved client concerns efficiently, ensuring prompt action and maintaining high levels of client trust and loyalty.

## **PROJECTS**

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### **House Price Prediction (prorealty)**

**Jan 2024**

<https://github.com/priscillanzula/pro-realty.git>

- Developed a multiple linear regression model using Python (Pandas, NumPy, Scikit-learn) to predict King County housing prices, achieving an R-squared of 0.64.
- Provided strategic insights on key property features to maximize ROI, guiding Pro Realty's investment decisions and enhancing portfolio diversification.

### **Churn Prediction (Syriatel)**

**Feb 2024**

<https://github.com/priscillanzula/Churn-Analysis.git>

- Developed predictive models using Python to identify key factors influencing customer churn for a telecommunications company.
- Analyzed historical customer data using statistical methods and machine learning to provide actionable insights for improved customer retention strategies.

### **Ecommerce Database**

**April 2025**

<https://github.com/priscillanzula/Ecommerce-Db.git>

- Designed and implemented a relational database for an e-commerce platform.
- Developed a database schema to manage products, orders, customers, and transactions, ensuring data integrity and efficient query performance.

## EDUCATION

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**Bachelor of Science in Mathematics and Computer Science**

**Sept 2015- Oct 2019**

Multimedia University of Kenya

Nairobi, Kenya.

## PROFESSIONAL CERTIFICATIONS

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**Software Development**

Power Learn Project

**Feb 2025- to date**

**CIPIT Data Protection**

Strathmore University

**Oct 2024**

**Data Science**

Moringa School

**Aug 2023 - Jun 2024**

## LANGUAGES

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English

Swahili