

AUSTIN WASWA

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Nairobi, Kenya

SUMMARY

A Business Intelligence Analyst with a background in Business Information Technology, skilled in Data analytics, Database management, and dashboard development. Proficient in SQL, Python, R, and Linux, with supporting expertise in IT systems. Committed to leveraging data-driven strategies to enhance performance and business value.

SKILLS

Technical: Business Intelligence & Data Analysis, Database Management, Data visualization & reporting, Web and Software Development, Information System Audit, and Linux fundamentals.

Soft: Team collaboration, problem solving, adaptability, quick learning, and prioritization.

TECHNICAL PROJECTS

Financial Performance Dashboard

Conducted analysis on financial datasets to track revenue, expenses, and profit margins. Created interactive dashboards for comparing performance across time periods.

Skills/Tools: Power BI, SQL, R, Data visualization, Excel.

AI agents for Customer Support and Filing System

Designed and deployed an AI-powered assistant to respond to customer queries and FAQs, improving user engagement and reviews.

Automated document filing workflows, reducing manual effort and increasing response efficiency by 33%.

Skills/Tools: Automation, Machine Learning, Natural Language Processing, Python, API integration.

WORK EXPERIENCE

Web Developer and SEO specialist - BRIDAN

May - Aug 2025

Designed and developed a responsive construction company website with optimized layouts and user-friendly navigation.

Implemented SEO strategies that improved search visibility and engagement.

Skills/Tools: HTML, CSS, JavaScript, GSC, GitHub,

IT Infrastructure & Support - KEMRI

Jan - April 2023

Provided IT and systems support by troubleshooting technical issues, configuring hardware and software, implementing security measures, and maintaining computer systems and networks.

Delivered user support and training, ensuring staff had the technical guidance and resources needed for efficient operations.

Skills/Tools: Cisco, remote desktop, SQL, IT security, Networks and Networking, Active directory.

EDUCATION

Bachelor of Business Information Technology

Relevant coursework: Business Intelligence, Database management, systems analysis & design, Information systems Auditing, Artificial intelligence & Machine learning, web and software development, Business Process Management, Linux fundamentals.

VOLUNTEERING

Assisted in the coordination of programs, mentoring, and community outreach in Ngamwanza Children's Home and Support

Engaged in premise security, and logistics for children's vocational programs at a local church.