CURRCULUM VITAE OF
NTUTHUKO MFUSI

Johannesburg, South Africa | +27722139977
pandoramfusi@gmail.com | LinkedIn: https://www.linkedin.com/in/ntuthuko-mfusi-818288123/
D.O.B: 08/09/1993

Power BI Portfolio: https://www.novypro.com/profile_projects/pandoramfusi

SUMMARY

- Experienced in meeting needs, improving processes and exceeding requirements in team environments.
- Strong communication skills, capability to prioritize and organize tasks, with depth understanding of industry concepts.
- I have a high level of accuracy, obsession with structure and very detail orientated perceptive in Data Analytics.
- I communicate well with both technical professionals and end-users to identify and translate business requirements.
- Experienced in driving data accuracy and integrity to exceed quality standards in project management.
- A good understanding in Project Planning, Stakeholder Management and Jira Task Automation.

EDUCATION

Corporate Finance Institute – Canada, (Online)
Financial Modeling and Valuation Analyst
Business Intelligence and Data Analyst

QUALIFICATIONS

Financial Modeling & Valuation Analyst Certification

Business Intelligence & Data Analyst Certification

IBM: Data Science Professional Certificate

SKILLS

Business Analyst	**Interpersonal & Consultative**	**Technical/Software Tools**
Data Analytics, Agile Project Management Software Development Life cycle, Process Design, Business Intelligence Analytics,	Strategic Planning, Project Risk Management, Stakeholder Management	Power BI, Power Automate, Power Apps, Chat Bots, Microsoft Office, MySQL Server, Azure Studio, IBM Cloud Services,

WORK EXPERIENCE

June 2023- Present

Microsoft Power Up Program – South Africa

- Participated in the intensive Microsoft Power Up program, focused on uncovering business problems and leveraging technology solutions to enhance daily operations for organizations.
- Developed a strong aptitude for identifying and understanding business challenges, utilizing the Microsoft Power Platform to analyze data, build solutions, automate processes, and create intelligent chatbots.
- Collaborated with a diverse team of professionals to address real-world business problems and apply Power Platform tools effectively.
- Successfully applied data analysis techniques to derive actionable insights and drive data-informed decision-making.
- Demonstrated expertise in utilizing Power Apps, Power Automate, Power BI, and Power Virtual Agents to streamline workflows, automate repetitive tasks, and enhance overall operational efficiency.
- Translated business requirements into technical solutions, effectively bridging the gap between non-technical stakeholders and the capabilities of the Power Platform.
- Actively contributed to team projects, effectively communicating complex technical concepts to both technical and non-technical team members.

Retention Advisor **Feb 2021- Present**

Hastings Direct (Outsurance Shared Services) – Centurion, South Africa

- Provided customers information about services and product and maintain a 93% good score for when customers rate the company.
- Implemented negotiation strategies to meet a 75% retention rate to existing customers.
- Reported discrepancies and problems to the supervisor to help identify mistakes and errors.
- Maintained a 93% month to date Adherence score for my productivity and meet target for KPI's.
- Worked together in a team 10 to reach monthly and annual retention targets.
- Achieved and maintained a 95% Adherence to appropriate legal scripting when required.

Back Office Specialist / Data Analyst **May 2019 – January 2021**

CCI (Metro By T-Mobile) – Durban, South Africa

- Applied various types of statistical analysis by preparing raw data through wrangling and sorting methods to help identify errors and credit application applied in customers' accounts.
- Managed Quality Control exercises to help the project reach and maintain a 90% score for performance evaluation by the stakeholder.
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- Produced and prepared high-quality Excel Reports, Power BI Visualization and presentations for internal and customer-facing needs, to help compile monthly reports to the client for decision making
- Analyze the raw data to help improve the credit application to 40% to help the company increase income per customer account throughout the whole project period.
- Managed product coaching session with over 300+ employees for every product or requirement change from the external client.
- Using ETL tools (SSIS) to extract and transfer Data from OLAP to Data warehouse
- Worked on data profiling, data analysis and validating the reports sent to third party.
- Proficient in importing/exporting large amounts of data from Excel files to Power BI and vice versa.
- Experience in Power Point Presentation (Operational Data, Charts).
- Designed and developed various SQL scripts as part of automation of manual monthly reporting to third party consumer.
- Used Power BI and excel to create Weekly reports.

PERSONAL PROJECTS

PWC Power BI project, (The forage) **April 2023**

Using Data Analytics tools to help solve business problems for clients. Learning to master Power BI by completing client based asks by identifying patterns, risks and opportunities in data. Visualizing the value of data and turning it into convincing, actionable insights.

Project Scope: https://www.novypro.com/project/ntuthuko-mfusi?scroll=

- Analyzing the data to identify and create possible KPI's to create visualize to help us identify trends in the calls center.
- Create Dashboards and reports to help managers understand the business more from the retention side.
- Help create Dashboards to help the HR Department to understand more of the diversity in their organization.

Accenture North America Process Design, (The Forage) **August 2022**

Participated in the open access Accenture North America Virtual Experience Program with Forage.
Tasks Completed include:

- Process Expectation and Management.
- Process Analysis.
- Creating Process recommendations.

IBM Applied Data Science Capstone, (Coursera Project) **May 2022**

Predicted if the Falcon 9 first stage will land successfully. Used SpaceX website to access Falcon 9 rocket launches data sheets. Using a 62-million-dollar budget; other providers cost upward of 165 million dollars each, we used the obtained data and determined if the first stage will land. By doing so we were able to determine the cost of a launch.
Project Scope:

- Data collection API with Webscrapping.
- Data Wrangling.
- Exploratory Data Analysis using SQL.
- Exploratory Data Analysis for Data Visualization.
- Created Visual Dashboards.
- Created Machine Learning Predictive Models to help calculate different launch probabilities for different scenarios.

INTERESTS

- Nature & Wildlife Conservation
- Music and Entertainment
- Technology Development
- Fashion trends
- Cinematography
- Fitness

LANGUAGES

- Zulu - Native
- English - Expert
- Afrikaans - Conversational

REFERENCES

NAME **PHONE NUMBERS**

- Siyakha Dolonga: Floor Manager (Hastings Direct) :+27833103267
- Vuyisile Mnikathi: Operations Manager (CCI) :+27780056203
- Palesa Rasenyalo: Branch Owner (Doves Funeral Services):+2766902645