

Nthabeleng Vilakazi

Senior Data Analyst • Northriding, Roodepoort, 2169 • 073 369 2032
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Senior Data Analyst with 5 years of experience in BI, analytics, and data-driven decision-making across insurance and education sectors. Advanced in SQL, Looker, Power BI, and data modeling, with a proven track record of designing dashboards, building scalable datasets, and delivering insights that improve revenue, retention, and operational performance. Experienced in mentoring junior analysts, collaborating cross-functionally, and presenting complex findings clearly to both technical and non-technical stakeholders. Passionate about leveraging data to optimize user engagement and drive business growth.

SKILLS

- Tableau, Power BI, Looker & dashboard development
- Data modeling, dbt, Data warehousing
- Machine learning (supervised & unsupervised, TensorFlow, Scikit-learn)
- Predictive modelling
- Advanced Python
- AWS, Google Cloud Platform
- Communication & presentation skills
- Problem-solving
- Cross-functional collaboration

WORK EXPERIENCE

4-Sure Technology Solutions, Roodepoort

Senior Technical and Data Analyst

09/2021-Present

- Designed and maintained Power BI dashboards for clients, Ops, and management, enabling actionable insights into service provider performance and client engagement.
- Created revenue forecasting and cost models for clients, improving funding allocation decisions and helping secure additional financing for SMMEs.
- Conducted in-depth analyses on service provider performance; implemented scoring adjustments that increased quality metrics by 40% over 6 months.
- Monitored call center KPIs and provided daily operational insights, driving improvements in employee performance and efficiency.
- Partnered with development and client engagement teams to design downloadable reports and automate data access, reducing client wait times and improving accessibility.
- Collaborated cross-functionally to design automated reporting solutions, enabling clients to monitor KPIs and make data-driven decisions efficiently.
- Presented insights and recommendations monthly to technical and non-technical stakeholders, influencing strategic and operational data-driven decision-making.

Exodus Academy, Kroonstad (remote)

BI Developer (Freelance)

11/2021-04/2023

- Developed and maintained Looker dashboards for tutors, management, students, and parents, tracking performance, attendance, and actionable insights.
- Built the full data architecture in BigQuery, enabling scalable reporting and real-time insights.
- Collaborated with Ops, marketing, and management teams to optimize student engagement and learning strategies based on data-driven insights.
- Delivered clear, actionable presentations of data findings to diverse stakeholders, ensuring understanding across technical and non-technical audiences.

Low Key IT, Gqeberha

BI Developer (Contract)

03/2021-08/2021

- Built MySQL databases and Power BI dashboards to meet client requirements, enabling faster and more accurate reporting.
- Supported clients in accessing and visualizing key data, improving decision-making and operational efficiency.
- Prepared presentations using Power BI and PowerPoint to summarize client insights and progress

Explore Data Science Academy, Johannesburg

Data Science Intern

01/2020-12/2020

- Built a Twitter data pipeline to extract, clean, and visualize real-time sentiment insights on Power BI.
- Designed and deployed ML models for predicting customer churn and marketing responsiveness.
- Developed an ROI calculator for Telkom's strategic projects, assisting in executive decision-making.

EDUCATION

BSc Computing, January 2024 - Current

University of South Africa

National Certificate: Information Technology System Development, 2020

Explore Data Science Academy

Certifications

AWS Certified Cloud Practitioner

Portfolio

