

Data Analyst at Safaricom Kenya

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Company: JobWebKenya

Location: Kenya

Category: computer-and-mathematical

Job Description

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Safaricom is the leading provider of converged communication solutions in Kenya. In addition to providing a broad range of first-class products and services for Telephony, Broadband Internet and Financial services, Safaricom seeks to uplift the welfare of Kenyans through value-added services and support for community projects.

About Job

Reporting to the Product Owner – Customer Experience Insights, the position holder shall be responsible for extracting insights from large volumes of data with the aim to improve customer network experience, drive decision making by Business Units and improve operational efficiency within the team through automation of repetitive tasks.

Key Responsibilities

Analyze customer experience per subscriber and highlighting subscribers not meeting target network KPIs and follow up to resolution of the network issues.

Analyze customer network complaints to get insights that would guide towards improving customer network experience and reduce demand to call center.

Analyze verbatim from NPS survey and follow up for resolution of network issues raised in the survey.

Prepare regular business insights from SOC that shall facilitate the business to achieve its mission

Automate network related dashboards and provide insights as guided by requirements from the network teams as well as business units

Co-relate different sources of network data to have a single indicator showing the network health

Analyze overall network performance of existing technologies as well as emerging technologies

Coordinate with database administrators to develop data collection systems that are efficient to facilitate analysis of data as needs arise

QUALIFICATIONS

Bachelor's Degree in Computer Science, Electrical and Electronics Engineering, or a relevant field from a recognized University.

Comfortable working with large datasets and extracting relevant insights.

Possess database and SQL knowledge. Python skills are an added advantage.

Proficiency on data visualization tools such as PowerBI or using Python.

Strong analytical and problem solving skills.

Strong written and verbal communication skills as well as presentation skills.

Over 2 years experience in a GSM related work environment.

Ability to learn and stay updated with the latest analytical techniques as well as emerging mobile and fixed network technologies.

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