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## PETER MUGENYI

DATA SCIENTIST

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### PROFESSIONAL

*First Class Honor's, BSc. Computer Engineering, Makerere University*

### Certifications

- *Certified Data Scientist, University of the Witwatersrand, SA*
- *Microsoft Professional Data Science*
- *Certified SAFe 4 Practitioner*

### COMPETENCES

*Great Team Player*

*Fluent communication skills*

*Expeditious Problem-Solving.*

### LANGUAGES

*I am very fluent in both written and spoken English and French.*

### INTERESTS

*Technology Research, Music creation, Nature.*

## OBJECTIVE

I am a Data Science Enthusiast & Practitioner who is passionate about analytics; approaching challenges with great tenacity! I am excited about using data to derive insights that drive business decisions

## WORK EXPERIENCE:

### NATIONAL SOCIAL SECURITY FUND (NSSF)

DATA SCIENTIST

March 2019 – to Date

**Projects:** *QMS Analytics* – Built an analytics-based Queue Management Solution to track critical Customer Experience metrics such as Service Handling Time, Transaction Time, reason for visit, repeat visits analysis with the aim of improving customer experience at the Branches; The project also tracked agent performance metrics such as schedule adherence, Customer Handling time per agent in order to drive their productivity.

*Workforce Optimization Model* – Developed an optimization model predicting the call arrival pattern in the Customer Call Center; allocating the appropriate number of call center agents required to answer the calls to achieve the desired Service Level. The project also captured essential metrics in the call center such as Schedule Adherence, Agent Call Productivity, Repeat Caller Analysis, Dropped / Abandoned Caller Analysis.

### STANBIC BANK UGANDA LTD.

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August 2018 – February 2019

**Projects:** *Digital Channel Optimizer* – Developed a predictive analytics model to identify customers who will adopt and utilize the Bank's digital Channels. The goal of the project was to enable

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### TECHNICAL SKILLS

*Machine Learning*

**Programming Languages / Analytics**

**Tools:**

*Python, R, PHP, HTML, CSS, Linux*

*Scripting, MySQL, Power Bi*

the Bank to have a target-centric approach in marketing its digital products to customers.

I.T CHANNELS OFFICER

February 2015 – September 2018

- In-charge supporting the Bank's Electronic Channels including Development, Testing and Deployment of the products, as well as improving System and Application performance.
- Enhanced ATM user Experience by making custom designs for the ATM user interface (Branding)
- Developed Monitoring Tools such as the VAS – Value Added Services Monitoring tool; Enabling real-time proactive monitoring of the Bank's Digital Platforms which improved TAT – Turnaround Time in resolving issues raised with the Technical Team.
- Developed a Transaction Anomaly detection tool; Worked with the IT Risk Department to develop a tool to flag and highlight transaction anomalies

### OMNITECH – SOFTWARE COMPANY

SOFTWARE DEVELOPER

July 2014 – January 2015

Designed, developed and Supported web Based Applications for Clients: some including but not limited to Uganda Road Fund, YSAVE Cooperative Society (SACCO)

### VOLUNTEERING

- Undergraduate Researcher at the ILABS@MAK PROJECT MAKERERE UNIVERSITY (2012 – 2013)
- Student Trainer at the Science and Technology Innovations Challenge - 2012