ANGELA GITONGA

Syokimau, Machakos, Kenya | +254708196456

Angelagitonga3@gmail.com | www.linkedin.com/in/angelagitonga

SUMMARY

- Results-driven Data Analytics professional with 3+ years of experience in operational excellence, performance reporting, and process optimization within enterprise environments across 7 business entities in 3 countries.
- Proven track record of designing automated reporting solutions, managing 50+ KPIs, and driving data-driven decision-making at executive levels with measurable impact of KES 45M+ in annual savings.
- Expert in translating complex data into actionable insights while ensuring service quality, process compliance, and operational excellence through robust governance frameworks.
- Natural leader with demonstrated success in organizational change management, training 200+ users, and achieving 70% adoption rates of new analytics platforms.

EDUCATION

Data Protection Certificate – Certificate	**September 2025 – October 2025**
StrathmoreUniversity-Passed	
Data Engineering Certificate – Certificate	**February 2024 – March 2024**
Phoenix Analytics – Passed.	
Project Management Institute - Certificate	**October 2022 – December 2022**
Certified associate in project management – Passed.	
Daystar University – Degree	**August 2018 – November 2022**
BSc, Actuarial Science -3.39 GPA/cum laude/ second class upper division	
Corporate Finance Institute - Certificate	**July 2022 – September 2022**
Financial Modelling and Valuation Analysis - Passed	
Kabare Girls' High School – Secondary Education	**February 2014–December 2017**
Kenya Certificate of Secondary Education – B+, 72 points	

KEY SKILLS

- Analytics & Reporting Tools: Power BI, Tableau, SQL, Python, Google Analytics, Advanced Excel
- Process & Service Management: ITIL-aligned practices, Process Governance, SLA Management, KPI Monitoring
- Automation & Integration: Power Automate, Power Apps, SharePoint, Database Management, RPA Oversight
- Data Management: Data Quality Assurance, Data Integration, Performance Metrics, Dashboard Development
- Project Management: Stakeholder Management, Documentation & Training, Change Management
- Soft Skills: Analytical Thinking, Communication, Problem-Solving, Collaboration, Critical Thinking, Leadership

WORK EXPERIENCE

JUBILEE INSURANCE LTD – Nairobi, Kenya.   **September 2023 – Now**
Data Analytics Specialist

Strategic Leadership & Data Governance

- Orchestrated end-to-end data analytics delivery as Data Lead for Jubilee Health entity, managing complete lifecycle from requirements gathering to production deployment, ensuring seamless delivery of 12+ critical reporting solutions across the Health Insurance division.
- Established robust quality assurance framework by conducting comprehensive UAT sessions with business stakeholders, reducing post-deployment issues by 85% and ensuring 99% data accuracy at go-live.
- Created detailed handover documentation and knowledge repositories that enabled 24/7 operational support and reduced dependency on individual contributors by 60%, ensuring business continuity.
- Provided ongoing post-production support with average response time of 2 hours for critical issues, maintaining 98% dashboard uptime and delivering continuous enhancements based on evolving business needs.

Organizational Change Management & Training

- Designed and delivered comprehensive training programs across the 3 health companies in Kenya, Uganda & Tanzania, upskilling

400+ users on automated reporting tools and process automation capabilities.

- Achieved 70% adoption rate of new analytics platforms within 9 months through hands-on workshops, user guides, and dedicated support sessions, transforming data culture across the organization.
- Reduced manual reporting workload by 40 hours per week across regional entities by enabling self-service analytics, freeing business teams to focus on strategic analysis rather than data compilation.

Data Quality & Technical Collaboration

- Partnered with system analysts and data engineers to establish rigorous data validation protocols, conducting script reviews that improved data accuracy reliability from 80% to over 95%.
- Proactively monitored and resolved 150+ pipeline failures over 18 months, working cross-functionally with engineering teams to implement preventive measures that reduced recurrence by 65%.
- Implemented data refresh optimization strategies that decreased report generation time by 50% while ensuring real-time accuracy for time-sensitive business decisions.

Executive Reporting & Strategic Insights

- Delivered monthly strategic presentations to Group CEO highlighting operational inefficiencies, revenue opportunities, and process bottlenecks, directly influencing 8+ major business improvement initiatives worth KES 20M+ in projected annual savings.
- Translated complex data patterns into executive-ready insights with clear visualizations and actionable recommendations, establishing analytics as a trusted strategic partner at the highest organizational level.

Digital Transformation & Process Automation Tracking

- Monitored and reported on enterprise-wide digital transformation metrics including portal adoption (tracking 35% month-over-month growth to 68% adoption), digitally originated sales (representing 42% of new business), and RPA performance across 15+ automated processes.
- Quantified automation ROI by tracking man-hour savings totaling 2,400+ hours annually (equivalent to 3 FTE positions and KES 4.2M in labor costs), providing compelling business case for continued automation investment.
- Established RPA governance dashboard tracking 18 deployed bots with 96% average uptime and 94% success rate across 50,000+ transactions, collaborating with RPA developers to improve overall automation reliability by 12 percentage points.

Fraud Detection & Forensics Intelligence

- Engineered advanced fraud surveillance dashboard leveraging AI-powered anomaly detection (Copilot integration) that automatically flagged suspicious patterns including repeat visits, split visits, and clustered family claims each, over 100 cases weekly.
- Implemented automated alert subscription system delivering real-time email notifications to forensics team daily, reducing fraud detection lag time from 3 weeks to hours.
- Collaborated with Forensics department to build investigation case management dashboard tracking 200+ active cases and documented savings of KES 12.3M in prevented fraudulent claims.
- Developed KYC risk monitoring system that categorized 50,000+ client records by risk level (low/medium/high) and tracked unauthorized record modifications, preventing 34 potential compliance breaches.

Financial Performance & Loss Ratio Management

- Created real-time loss ratio tracking dashboards at both scheme level (monitoring over 100 corporate schemes) and product level (covering 12 insurance products), providing unprecedented visibility into profitability drivers.
- Enabled immediate business action by visualizing premiums earned vs. claims paid trends, resulting in 3 strategic product repricing decisions that improved combined ratio by 8 percentage points.
- Delivered predictive loss ratio analysis that identified 5 high-risk schemes requiring urgent intervention and repricing, preventing estimated losses of KES 500M annually.

Customer Experience & Claims Operations

- Developed end-to-end claims tracking dashboard integrating CRM data to monitor case lifecycle from submission through resolution, tracking Turnaround Times (TAT) across 8 process stages.
- Identified claims processing bottlenecks where average TAT exceeded 21 days, leading to process redesign that reduced settlement time by 35% and improved customer satisfaction scores by 22 points.
- Established SLA compliance monitoring that increased on-time claims resolution from 67% to 89%, directly impacting customer retention rates.

IT Service Management Excellence
- Built comprehensive IT service desk dashboard monitoring ticket lifecycle from receipt through resolution across 3,500+ monthly tickets.
- Tracked SLA compliance rates showing 87% achievement against 90% target, identifying specific breach patterns and enabling corrective action that improved compliance to 93%.
- Measured resolution TAT and Customer Satisfaction (CSAT) scores per agent (42 support staff), creating performance transparency that improved average CSAT from 3.8 to 4.3 out of 5.
- Developed aging analysis visualizations highlighting 120+ overdue tickets requiring escalation, reducing backlog by 65% within 2 months.

Sales Performance & Revenue Analytics
- Designed multi-dimensional sales performance dashboards comparing budget vs. actual (tracking 95% budget achievement), current year vs. prior year (showing 18% growth), and premium retention across 8 product segments.
- Tracked digital sales channel performance showing online policy sales grew from 12% to 28% of total volume, informing digital-first sales strategy.
- Created agent-level sales attribution analysis across 500+ agents and 12 distribution channels, enabling performance-based incentive programs.
- Built scenario analysis models that forecasted revenue impact of pricing changes, helping leadership make data-driven pricing decisions worth KES 85M in projected annual premium.

Brand & Marketing Performance
- Developed comprehensive brand health monitoring system tracking 6 key metrics including aided awareness (68%), consideration (45%), and preference (34%) against 4 major competitors.
- Measured share of voice across digital and traditional media, revealing 22% market share positioning and identifying under-invested channels for marketing optimization.
- Tracked digital footprint metrics including website traffic (350K monthly visitors), engagement rates (4.2% average), and conversion metrics (2.8% quote-to-purchase), directly informing KES 25M marketing budget allocation decisions.

Actuarial Process Transformation
- Served as dedicated automation lead for Actuarial department, transforming manual reporting processes that previously consumed 60+ hours monthly into automated solutions delivered in under 5 minutes.
- Revolutionized actuarial workflows by automating reserve calculations, premium forecasting, and regulatory reports, improving accuracy by 95% and enabling actuaries to focus on strategic analysis.
- Calculated critical underwriting-to-booking TAT metrics, revealing average processing time of 11 days and identifying 145 pending debits worth KES 8.7M requiring immediate booking.

Operational Efficiency & Productivity
- Created staff productivity dashboards measuring individual and team output against established benchmarks, identifying high performers and training opportunities.
- Monitored Turnaround Time (TAT) compliance across 6 operational departments, highlighting delays and enabling targeted process improvements that reduced average TAT by 28%.
- Designed topline sales tracking system providing daily visibility into sales performance across 7 entities and 3 countries, enabling real-time performance management.

Employee Engagement & Customer Intelligence
- Designed comprehensive employee engagement analytics framework visualizing quarterly survey data across 5 key dimensions for 1,500+ employees, enabling HR to implement targeted interventions that improved overall engagement scores by 18 percentage points year-over-year.
- Built comprehensive customer segmentation framework analyzing demographics, behavioral patterns, and value metrics across 85,000+ active policyholders.
- Calculated Customer Lifetime Value (CLV) models that identified top 20% of customers contributing 65% of premium revenue, enabling targeted retention strategies.

Digital Product Intelligence
- Tracked mobile app feature usage patterns across 15 key features, analyzing 250,000+ monthly user events to identify adoption trends

- and underutilized capabilities.
- Provided feature-level event count analysis that informed product roadmap prioritization, leading to 3 feature enhancements and 2 feature deprecations based on actual usage data.

Key Impact Metrics Delivered

✓ 20+ enterprise dashboards deployed across 7 business units

✓ 200+ users trained across 3-country region

✓ 2,400+ annual hours saved through automation

✓ KES 12.3M fraud losses prevented

✓ 35% reduction in claims processing time

✓ 40% improvement in business efficiency

✓ 75% adoption rate of new analytics platforms

✓ 98% dashboard uptime maintained

✓ Weekly executive presentations to Group CEO

✓ 99% data accuracy achieved through quality protocols

KWALITY CATERERS – Nairobi, Kenya.   **January 2021 - February 2022**
Financial consultant

- Analyzed market performance data and competitive positioning to develop data-driven marketing strategies that accelerated revenue growth by 50% within 6 months.

- Identified and evaluated new business opportunities through systematic market research, resulting in 200% revenue increase from new catering service streams.

- Created financial performance dashboards and reports that provided real-time visibility into business metrics, enabling agile decision-making and strategic pivots.

DAYSTAR UNIVERSITY

Events & Projects Liaison   **January 2020 - February 2022**
Doulos Team Building and Camping Organization

- Managed end-to-end project delivery for 10+ large-scale events serving 3,000+ participants annually, demonstrating strong organizational and process management capabilities.

- Mobilized peers to plan and successfully execute a three-day trip with over 30 students where I handled budget generation and controlled use of funds over the trip.

- Spearheaded the organization of community-building programs that created a positive, multicultural orientation experience every semester for 3 years for over 3,000+ freshmen students, receiving outstanding feedback ratings of 95%+.

- Developed comprehensive project documentation including work instructions, progress reports, and post-event analysis that established repeatable processes for future initiatives.

Secretary   **May 2021 – May 2022**
Daystar Christian Fellowship

- Undertook the management of administrative responsibilities for the welfare of 1000+ active members of thefellowship, including preparing and presenting progress reports and minutes.

- Collaborated with other leaders to organize school events and experiences which involved intense project managementexperiences, preparation of engaging budgets, contracting and payment of suppliers, preparation of accounting reports on budget expenditures and coming up innovative strategies of achieving set goals withlimited budget allocations.

- Administered service operations for 1,000+ active members, maintaining detailed records, tracking performance metrics, and preparing management reports on organizational performance.

- Generated and controlled project budgets totaling KES 500,000+, tracking expenditures, managing vendor contracts, and producing detailed accounting reports ensuring financial accountability.

- Collaborated with other leaders to organize school events and experiences involving intense project management, preparation of engaging budgets, contracting and payment of suppliers, and coming up with innovative strategies of achieving set goals with limited budget allocations.

- Optimized resource allocation across competing priorities, demonstrating ability to achieve ambitious goals with limited resources through innovative problem-solving.

ADDITIONAL INFORMATION

- Techniques: Data Strategy Development, Project Management, Stakeholder Management, Data Governance, Process Optimization, Change Management, Training & Enablement
- Technical Skills: Data Analytics, Business Intelligence, Data Modelling, Data Visualization, SQL & Database Management, Performance Monitoring, Automation & Integration, Quality Assurance

REFEREES

1. Rev. Steve Nduto,
   Lecturer,
   Daystar University,
   Mobile Phone Number: 0722619529
   Email: snduto@daystar.ac.ke

2. Felix Kanda,
   Data Analytics Manager,
   Jubilee Insurance,
   Mobile Phone Number: 0723863871
   Email: felixkanda@gmail.com

3. Dr. Fatma Mahmud,
   Chief Operations Officer,
   HealthX Africa,
   Mobile Phone Number: 0708435485
   Email: fatma.mahmud@gmail.com