

Silvia Njagi

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BUSINESS INTELLIGENCE & OPERATIONS ANALYST

Business Intelligence and Operations Analyst with experience transforming business data into actionable insights that improve decision-making, operational efficiency, and organizational performance. Skilled in Business Intelligence, Power BI, SQL, Python, and Advanced Excel, with experience building interactive dashboards, KPI reporting solutions, and data-driven business recommendations. Strong background in stakeholder engagement, operations management, and business process improvement.

CORE COMPETENCIES

Business Intelligence & Analytics

- Business Intelligence
- Data Analysis
- Dashboard Development
- KPI Reporting
- Data Visualization
- Business Performance Analysis

Operations & Business Analysis

- Process Improvement
- Stakeholder Management
- Performance Reporting
- Business Communication

Technical Skills

- Power BI
- SQL
- Microsoft Excel (Advanced)
- Power Query
- Python

PROFESSIONAL EXPERIENCE

Operations Lead | Bidanya Elite Club

- Coordinated more than **50 large-scale events**, contributing to a **43% increase in membership growth** through strategic planning and stakeholder engagement.
- Secured over **\$30,000 in sponsorship funding** by developing strategic partnerships.
- Improved operational efficiency by **22%** through redesigned planning and reporting processes.
- Developed standardized operational reports that improved leadership visibility into performance.
- Collaborated with cross-functional teams to deliver projects on schedule while maintaining quality standards.

Assistant Donor Relations Manager | ACODEP

- Increased donor retention by **39%** through relationship management and personalized engagement strategies.
- Reduced donor reporting errors by **27%** through improved reporting processes and data management.
- Coordinated donor reporting, stakeholder communication, and compliance activities.
- Supported programme teams in aligning donor reports with organizational objectives.

Customer Relationship Executive

- Contributed to a **33% increase in company revenue** through customer engagement initiatives.
- Improved sales conversion by **21%** through personalized client support and relationship management.
- Maintained customer records and reporting that informed sales planning.
- Supported onboarding for local and international clients.

Personal Assistant | ACODEP Group

- Supported executive leadership through administration, stakeholder coordination, and reporting.
- Managed executive calendars, meetings, documentation, and internal communication.
- Prepared reports and maintained organizational records supporting operational effectiveness.

EDUCATION

Mt Kenya University

Bachelor Of Arts in International Relations

CERTIFICATIONS

- ALX Data Analytics Programme
- Python Programming Certification
- Professional Foundations Certification

TECHNICAL TOOLS

Power BI • SQL • Python • Microsoft Excel • Power Query • GitHub • Microsoft Office • Google Workspace