GEORGE WAIREGI

Phone: 0797311251 |Email: georgewairegi001@gmail.com |LinkedIn: linkedin.com/in/george-wairegi

PROFESSIONAL PROFILE

Aspiring Data Analyst with a background in IT support, database management, and customer service, transitioning specifically into data analysis. Experienced in handling technical support and database backups, ensuring high data availability. Adept at leveraging analytical skills with tools like SPSS and Power BI to deliver insights and improve system efficiency.

WORK EXPERIENCE

Pioneer Assurance   **Sep 2025 - Present**
Entry Level Financial Advisor   *Nyeri*
- Converted leads into an average of 5 monthly policy sales, boosting team targets and contributing to overall sales growth
- Improved client understanding by using customized communication strategies, which led to increased client engagement and satisfaction
- Maintained accurate client records using Excel and CRM tools, ensuring successful follow-up and increasing conversion rates for policy renewals

Teach2give   **May 2025 - Aug 2025**
Customer Service Intern   *Meru*
- Resolved 30-40 customer inquiries daily, which improved service efficiency and reduced waiting times for responses
- Managed CRM updates with 100% data accuracy, enhancing customer onboarding.
- Assisted new interns by sharing best practices, improving team productivity.

County Government of Kiambu   **May 2024 - Aug 2024**
IT Intern
- Provided technical support for 20+ staff, reducing downtime through timely issue resolution.
- Resolved approx. 15 weekly technical cases with a high first-time fix rate.
- Supported database and system backups, achieving 99.9% data availability

KEY SKILLS

- **Data Analysis**: SPSS, Stata, Power BI, Excel, Dashboards
- **Database Management**: SQL, MySQL, Data Cleaning
- **Technical**: IT Support, Troubleshooting, Networking, PHP, HTML, CSS, JS, System Administration
- **Soft Skills**: Problem-Solving, Communication, Customer Service

EDUCATION

Meru University of Science and Technology
Bachelor of Science, Information Technology
- **Coursework:** Database Management, Systems Development, Networking, Data Analysis

Kiriko Mixed Secondary School
KCSE
- **Achievements:** Strong performance in sciences and mathematics.

CERTIFICATES & AWARDS

- **Data Analytics Essentials:**2025
- **SPSS & STATA:**2023
- **AI Fundamentals:**2024
- **Customer Cohort – Teach2give:**2025
- **Career Management Essentials:**2025
- **Customer Engagement:**2025

LANGUAGES

- English
- Swahili
- Kikuyu