

SHAWN J. IRUNGU

Statistician | Data Analyst | Data Entry
Clerk | CSR | Graphics Designer



OBJECTIVE

I aim to continually improve my knowledge of products and services to provide top-notch support and become a trusted resource for customers.



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www.dizzo.co.ke

LANGUAGES

Swahili ● ● ● ● ●

English ● ● ● ● ○

EDUCATION

2019 – Current: Bsc in Applied Statistics with Computing
MOI University

2015 – 2018: Kenya Certificate of Secondary Education
PIONEER School
Attained Mean Grade of B in K.C.S.E

2006 – 2013: Kenya Certificate of Secondary Education
IHIGA Primary School
Attained 321 Marks in K.C.P.E

EXPERIENCE

Kenya Forestry Research Institute(KEFRI) – Statistician Intern

August 2022 – Dec 2022

- Create and maintain databases using statistical software programs, such as SPSS, Excel or Stata
- Data entry
- Ensure data integrity by performing rigorous cleaning, error checking and validation
- Analyze data using statistical techniques, formulas and calculations
- Perform statistical tests to determine the reliability and soundness of results
- Contribute to strategic planning by identifying industry trends and preparing forecasts
- Describe, interpret and summarize conclusions
- Present statistical findings to management in reports that include executive summaries, charts, tables and graphs

Muritu Properties - Customer Service Assistant

Feb 2021 – March 2021

- Managing incoming calls and customer service
- Inquiries generating sales need that develop into new customers
- Identifying and assessing customer needs to achieve satisfaction.

Jaza Naivasha Resort - Customer Service Representative

Feb 2021 – March 2021

- Collecting and analyzing data about clients
- Identify different types of customers
- Identify customer touch points
- Identify the best communication channels for each type of customer
- Helped in managing customer feedbacks

ACCOMPLISHMENT

- Successfully negotiated a contract with a key supplier, resulting in reduction in material costs.
- Mentored and trained new team members, resulting in an increase in team productivity.
- Reduced customer complaints by X% through the implementation of a new customer service training program.

SKILLS

Problem Solving 

Self Direction 

Account Management 

Commitment 

Data Analysis 

Communication Skills 

AWARDS

MOI University Science Students of the Year
Year 2022

Best Performed Student in K.C.S.E Computer Studies
Year 2018 – Pioneer School

Murang'a County Best Boys' Singles Badminton Player
Year 2017

SOFTWARES



Microsoft Office



SPSS



R Programming



STATA



Zen Desk



Adobe Photoshop



Adobe Illustrator



Wordpress

HOBBIES



Travel



Badminton



Hiking



Cycling

REFEREE

Ms. Celestine Ingutia

Senior Statistician – KEFRI

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Mr. Brian Edwards

Manager - Jaza Naivasha Resort

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Dr. Mwan Dennis

Lecturer – Moi University

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