

Eddah Chepchirchir

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PROFILE

Business Applications and Data Professional with experience supporting and improving business systems, operational workflows, and data-driven decision-making within fintech and regulated environments. Skilled in SQL, Python, Power BI, systems analysis, workflow optimisation, reporting automation, and stakeholder collaboration. Experienced in supporting business process improvements, developing scalable reporting solutions, enhancing operational efficiency, and ensuring data accuracy across financial systems. Adept at translating business requirements into practical technical solutions while maintaining governance, documentation, and support readiness. Passionate about leveraging technology to improve user experience, operational resilience, and organisational effectiveness.

HIGHLIGHTS

- Experience supporting and improving business applications and operational workflows within fintech environments.
- Strong understanding of business processes, operational controls, and technology-enabled process improvement.
- Skilled in SQL and Python for data extraction, automation, reporting, and systems analysis.
- Developed and maintained production Power BI dashboards and operational reporting solutions.
- Experience automating reporting workflows and improving operational efficiency across business teams.
- Strong stakeholder collaboration skills across engineering, finance, operations, product, and compliance functions.
- Experience supporting reconciliation, transaction monitoring, governance, and operational reporting processes.
- Strong analytical, documentation, troubleshooting, and problem-solving capabilities.
- Exposure to cloud technologies including AWS and Azure.
- Adaptable and capable of learning new business systems, workflows, and technologies quickly.

EDUCATION

University of Nairobi

Bachelor of Science, Computer Science

Sep 2020 - Sep 2024

Relevant Courses: Business Intelligence, Database Systems, Data Structures & Algorithms, Software Engineering, Artificial Intelligence.

TECHNICAL SKILLS

- Business Applications: Process Improvement, Workflow Optimisation, Systems Analysis, Application Support, UAT, Documentation
- Business Intelligence: Power BI, KPI Reporting, Dashboard Development, Data Visualisation
- Databases: SQL Server, MySQL, Data Analysis, Data Validation, Reconciliation
- Programming: Python, Reporting Automation, ETL Workflows
- Tools: Power BI, Excel (Advanced), Git, GitHub, VS Code
- Cloud Platforms: AWS (Cloud Practitioner), Azure Fundamentals
- Governance: Risk Monitoring, Internal Controls, Compliance Reporting
- Methods: Stakeholder Management, Root Cause Analysis, Continuous Improvement

PROJECTS

AI-Assisted Fraud & Risk Insight Dashboard

- Developed a transaction analytics solution using SQL, Python, and Power BI to support fraud detection and risk monitoring. Built automated workflows for anomaly detection, transaction analysis, and operational reporting. Designed dashboards providing actionable insights into transaction trends and operational performance.

SOS Mamas – Predictive Analytics Platform

- Developed machine learning models and analytical workflows using Python. Conducted data analysis, feature engineering, and model validation to support operational insights. Generated analytical outputs supporting evidence-based decision-making. Collaborated with stakeholders to translate analytical findings into actionable recommendations.

WORK EXPERIENCE

Business Risk & Compliance Analyst | JenaPay

January 2025 - Present

- Designed and maintained Power BI dashboards supporting operational monitoring, transaction analysis, reconciliation, and business reporting across fintech payment systems.
- Developed SQL queries and analytical datasets to support business intelligence, operational reporting, and process monitoring initiatives.
- Automated recurring operational and reporting workflows, improving efficiency and reducing manual effort across teams.
- Analysed payment processes and transaction workflows to identify operational inefficiencies, anomalies, and potential risk indicators.
- Collaborated with engineering, finance, operations, and product teams to define reporting requirements and improve operational processes.
- Supported reconciliation and regulatory reporting processes by ensuring data accuracy, consistency, and completeness across systems.
- Assisted with operational investigations, reporting validation, and process improvement initiatives.
- Delivered analytical insights supporting operational effectiveness and informed business decision-making.

Data Scientist | Engage Project Public Health Initiative

November 2022 - December 2024

- Designed predictive analytical models supporting programme planning and operational targeting.
- Automated reporting workflows, improving reporting turnaround time and operational consistency.
- Supported stakeholder reporting and insight generation through data analysis and visualisation.
- Translated technical analytical findings into clear and actionable business insights.
- Contributed to process improvement and evidence-based operational decision-making.

Mentee | KamiLimu (Data Science Specialization)

March 2024 – November 2024

- Selected among 38 mentees from 200+ applicants for innovation and scholarship training.
- Designed competitive, human-centered data solutions for local impact and became a finalist in an innovation competition.
- Enhanced pitching, facilitation, and communication skills, improving presentation effectiveness by 40%.
- Collaborated with mentors and peers on innovation-focused technology projects and problem-solving initiatives.

Technical Support Specialist | Spartec Consortium Africa (SCA)

October 2020- October 2022

- Assisted with troubleshooting system and application-related issues.
- Supported operational processes, system maintenance, and user support activities.
- Collaborated with internal teams to improve service delivery and operational effectiveness.
- Maintained technical documentation and support records.

CERTIFICATIONS

ISO/IEC 27001:2022 Lead Auditor	06/2026
Engage project Ke AI/ML & data science for public health	09/2024
AWS certified cloud practitioner	04/2023
Cloud Engineering	05/2023

LANGUAGES

German	Professional Level(B1)
Kiswahili	Native Level
English	Native Level

LEADERSHIP & PROFESSIONAL DEVELOPMENT

Aspire Leaders Program

Aspire Institute

- Selected for a competitive global leadership development program involving participants from multiple countries.
- Completed training in leadership, problem solving, innovation, communication, and impact-driven decision-making.
- Collaborated with diverse teams to address real-world challenges through structured leadership frameworks.

REFERENCES

Prof. Julius Oyugi – Principal Investigator, Engage Project KE | oyugi.otieno@uonbi.ac.ke | +254 713 898564

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