



# ELIJAH M. ABUTA

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## SUMMARY

**Business Analyst** successful at responding to shifting business needs and priorities in systematic and effective way. Well-versed in implementation of operational assessments and conducting functional requirements analysis for businesses of all sizes. A **Project Management Specialist** with years of experience in the consulting industry. I have a proven track record of successfully leading and delivering complex projects across various sectors, including and not limited to the technology sector. I excel in orchestrating project plans, managing resources, and ensuring timely execution while maintaining the highest standards of quality.

## SKILLS

- Data Analysis
- Strategic Planning
- Web-Based Reporting Tools
- Microsoft Office Suite
- Research
- Power BI
- Forecasting and Planning
- Project Management
- SQL and Databases
- Operations Analysis
- Business Process Mapping
- Tableau

## EXPERIENCE

**Senior Analyst** – March 2023 to Date

**Salience Consulting**

- ✓ Lead analyst in Projects in the Middle East, Africa, Asia, and Europe: performing market research, business case modelling and performance analysis.
- ✓ Led the analysis of broadband and digital infrastructure market in Southern Africa (14 countries), identified infrastructure investment and demand gaps (primarily fiber optic routes) to increase access to and transmission of international capacity and expand national backbone networks in countries within the Southern Africa region and prepared high level business case.
- ✓ Led the identification of data infrastructure (data centers/IXPs) needs in Southern Africa (14 countries), including in the planned/future needs. The findings from the study will aid in developing recommendations on an ideal regional infrastructure configuration and other regulatory levers to advance regional broadband market development along with furthering national broadband adoption.

- ✓ Led the market analysis in Madagascar to strengthen the regulator's technical and operational capacity to implement robust regulatory practices, with an emphasis on competition, licenses, and spectrum management, and to improve its market analysis capabilities.
- ✓ Analyst in the One Africa Network Project's value chain, suggesting a tariff harmonization strategy for mobile roaming services, creating a plan for direct interconnections between major mobile operators while assessing feasibility, offering insights into existing One Africa Network models for voice, SMS, and data, researching the short- and long-term impacts of the network, and proposing an updated network architecture that integrates regional clearing houses and incorporates direct links to retain intra-African traffic.
- ✓ Supporting experts with regulatory related market insights and fixed/mobile market research.
- ✓ Conducting in-depth research and analysis of the telecommunications industry, covering telecom operators, regulators, and investment bodies in various regions such as the Middle East, Europe, Asia, and Africa. The analysis includes market trends, customer preferences, and competitor activities.
- ✓ Collect and analyze large data sets, utilizing statistical techniques to identify patterns and insights.
- ✓ Develop and maintain detailed industry models, forecasts, and databases.
- ✓ Provide insightful reports and recommendations to internal and external stakeholders, including clients, senior management, and other industry professionals.
- ✓ Stay up to date with the latest developments and trends in the telecommunications industry.
- ✓ Collaborate with colleagues across departments to ensure the effective delivery of research projects.
- ✓ Participate in client meetings and presentations, presenting research findings and recommendations.
- ✓ Mentor and train junior analysts on research techniques and best practices.

#### **Technical Business Analyst – February 2022 to March 2023**

##### **Telkom Kenya, Nairobi**

- ✓ Represented Telkom at the Operations & Management committees (O&M SC) of submarine cable system partnerships to ensure the maintenance of long value that is beneficial to parties through the planning, development & implementation of the budgets and contractual performance of the submarine cables.
- ✓ Provided strategic insight and first-level recommendations while representing Telkom at the Operations & Management Committees.
- ✓ Bolstering business partnerships with key stakeholders to drive and achieve long-term goals and objectives.
- ✓ Data services billing.
- ✓ Collaborating and coordinating on new products and projects process & procedures from implementation to deployment.
- ✓ Intelligent data gathering, data verification and reporting to support business decisions.

- ✓ Ad hoc reporting and financial reconciliation on data products.
- ✓ Monitored all regulatory compliance with information security, infrastructure and determined the applicability of current regulations and best practices.
- ✓ Measurement and tracking of KPIs (ARPU) & Performance Metric achievement.
- ✓ Interprets business requirements and determines optimum BI solutions to meet needs.
- ✓ Research business problems and create models that help analyze these business problems.
- ✓ Provide input to standards, policies and procedures of the department to ensure optimal performance.
- ✓ Provide recommendations on processes and system improvements to enhance efficiency and improve customer satisfaction.
- ✓ Market scanning and competitor analysis across industry or geographic trends and report on business strategy implications
- ✓ Process CDRs and ensure interconnect voice data is available daily via business intelligence reporting tool and excel.

**Business Analyst – October 2020 to January 2022**

**Telkom Kenya, Nairobi**

- ✓ Developing projected volumes using WFM forecasting tool for intra-day, daily, weekly and monthly increments.
- ✓ Generating accurate forecasts and allocating requirements appropriately, ensuring to adjust as needed. Analyzing forecasted volumes and available staff to ensure that staffing is scheduled in the most efficient manner to properly utilize available resources and maintain acceptable service levels.
- ✓ Interfacing with Senior Management to interpret needs, assess requirements and identify solutions to non-standard request to maintain daily performance objectives.
- ✓ Analyzing previous weeks contact trends and productivity, adjusting where needed as per requirements- Flex up/down strategies.
- ✓ Check Adherence Reports for previous week ensuring to update Team Leaders on performance so far for the week and making changes where need be after various consultations.
- ✓ Analyzing call volumes and patterns, report forecast and actual performance for sites and/or call handling groups and maintain other information for accurate forecasting.  
Collaborating with Team Leaders and Account Managers on regular basis to share information, present trends and recommend solutions.
- ✓ Preparing and analyzing agent schedules in order to meet service level requirements in the most efficient manner possible within work rules, legal requirements and other constraints.
- ✓ Monitoring schedule adherence, variance and reports daily traffic volumes, headcount analysis, real time performance and capacity plans.
- ✓ Generating standard reports and presenting to the senior management on a scheduled basis using PowerPoint, Tableau, Power BI and Advanced Excel.

- ✓ Handling schedule bids, assign schedules to new hires and updating to appropriate database.
- ✓ Generating e-WFM and Avaya reports, as I possess good working knowledge to interpret data.
- ✓ Working with our Team Leaders to ensure that staffing levels are always met before shifts begin, ensuring appropriate steps are taken to ensure Adherence is always met.

#### **Data Analyst – January 2018 to October 2020**

##### **Telkom Kenya, Nairobi**

- ✓ Developing projected volumes using WFM forecasting tool for intra-day, daily, weekly and monthly increments.
  - ✓ Generating accurate forecasts and allocating requirements appropriately, ensuring to adjust as needed. Analyzing forecasted volumes and available staff to ensure that staffing is scheduled in the most efficient manner to properly utilize available resources and maintain acceptable service levels.
  - ✓ Interfacing with Senior Management to interpret needs, assess requirements and identify solutions to non-standard requests to maintain daily performance objectives.
  - ✓ Analyzing previous weeks' contact trends and productivity, making adjustments where needed as per requirements- Flex up/down strategies.
  - ✓ Check Adherence Reports for previous week ensuring to update Team Leaders on performance so far for the week and making changes where need be after various consultations.
  - ✓ Analyzing call volumes and patterns, report forecast and actual performance for sites and/or call handling groups and maintain other information for accurate forecasting.
  - ✓ Collaborating with Team Leaders and Account Managers on regular basis to share information, present trends and recommend solutions.
  - ✓ Preparing and analyzing agent schedules in order to meet service level requirements in the most efficient manner possible within work rules, legal requirements and other constraints.
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  - ✓ Handling schedule bids, assign schedules to new hires and updating to appropriate database.
  - ✓ Generating e-WFM and Avaya reports, as I possess good working knowledge to interpret data.
  - ✓ Working with our Team Leaders to ensure that staffing levels are always met before shifts begin, ensuring appropriate steps are taken to ensure Adherence is always met.
- WFM Reporting on Account Performance.

**Data Analyst – January 2016 to April 2017**

**Leswin Consultants, Nairobi**

- ✓ Interfacing with Senior Management to interpret needs, assess requirements and identify solutions to non-standard requests to maintain daily performance objectives.
- ✓ Generating standard reports on a scheduled basis.
- ✓ Handling schedule bids, assign schedules to new hires and updating to appropriate database.
- ✓ Lead the process of data Collection.
- ✓ Interpret data and analyze results using statistical techniques.
- ✓ Identify, analyze, and interpret trends or patterns in complex data sets.
- ✓ Review reports and performance indicators to locate and correct problems.
- ✓ Locate and define new process improvement opportunities.

## **EDUCATION**

**2011- 2015**

**BACHELOR OF LAW, UNIVERSITY OF NAIROBI**

Bachelor of Law with honors.

**2008- 2009**

**DIPLOMA IN CRIMINOLOGY AND SOCIAL ORDER, UNIVERSITY OF NAIROBI**

Diploma in Criminology and Social Order.

## **CERTIFICATIONS**

- ✓ Business Analytics Specialization – The Wharton School
- ✓ Certified Google Data Analyst
- ✓ Six Sigma: Green Belt
- ✓ From Excel to SQL
- ✓ Advanced Google Analytics
- ✓ C++ Best Practices for Developer
- ✓ Using Python for Automation
- ✓ Tableau 10 for Data Scientists
- ✓ Business Analysis Foundations: Business Process Modeling
- ✓ Business Analysis Foundations
- ✓ Spreadsheets
- ✓ Six Sigma Yellow Belt
- ✓ Certified Professional Mediator
- ✓ Basic Computer Packages