

Chipasha Mulenga

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PROFESSIONAL SUMMARY

Technical Business Analyst with a strong foundation in data analytics and experience translating business needs into structured, data-driven solutions. Skilled in SQL, Python, and BI tools to support requirements analysis, performance tracking, and decision-making. Proven ability to work across cross-functional teams to gather requirements, streamline reporting processes, and deliver insights that improve operational efficiency and stakeholder alignment. Experienced in Agile environments with exposure to project tracking tools and end-to-end analytics workflows.

EDUCATION

Georgetown University - McDonough School of Business

Masters of Sciences in Business Analytics

University of California Irvine

Bachelor of Arts in Business administration

Washington, DC

December 2025

Irvine, CA

June 2020

TECHNICAL SKILLS

Data & Tools

SQL • Python • Power BI • Tableau • Excel • DAX (basic)

Business Analysis & Systems

Requirements Gathering • Process Mapping • Stakeholder Communication • Data Validation • Reporting Automation

Technical Concepts

ETL Processes • Data Modeling (basic) • Agile / Scrum Workflows • SDLC Exposure

Certifications

AWS Cloud Foundations • Google Data Analytics • Microsoft AI Engineer

WORK EXPERIENCE

Penta Group

Strategy & Project Management Analyst | Client-Sponsored Capstone (Penta Group)

Washington, DC

Apr 2025 - Dec 2025

- Led a cross-functional team to deliver a web and marketing analytics initiative, translating stakeholder needs into structured analysis and actionable recommendations
- Partnered with stakeholders to define business requirements, success metrics, and reporting needs, improving clarity and alignment across teams
- Built and maintained project tracking systems (**Monday.com, Asana, GitHub**), supporting Agile-style workflows, sprint visibility, and risk tracking
- Synthesized large-scale engagement data into executive-level insights, informing strategic decisions on content performance and user engagement
- Delivered structured reporting and dashboards to monitor KPIs and communicate progress to non-technical stakeholders

Adaptive Constructs

Business Analyst – Data & Performance Reporting

Los Angeles, CA

Mar 2024 - Dec 2024

- Analyzed structured datasets using SQL (joins, subqueries) to identify trends in advertising performance and user behavior
- Translated analytical findings into business insights that informed campaign optimization and product-level decisions
- Improved reporting efficiency by 15% through streamlined data extraction and automated analysis workflows
- Supported data cleaning and validation processes using Python and SQL to ensure accuracy and reliability of reporting outputs

Amprovision NGO

Project Manager – Reporting & Partner Enablement

Los Angeles, CA

Jan 2022 - Feb 2024

- Standardized reporting processes across 18 partner organizations, increasing data compliance by 35%
- Gathered and translated stakeholder requirements into reporting frameworks and dashboards (Power BI, Excel)
- Led workshops to align stakeholders on data definitions, reporting expectations, and process improvements
- Improved operational efficiency by simplifying reporting workflows, reducing project delays by 20%
- Acted as a bridge between technical reporting needs and non-technical stakeholders.

United Nations Women

Risk Management Intern

Manhattan, NY

Feb 2020 - Dec 2021

- Analyzed multi-regional datasets to assess operational performance across 10 offices using SQL and BI tools
- Developed dashboards and reporting tools to improve data transparency and decision-making
- Identified process risks and recommended data-driven improvements to program execution