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# Ahmed S.

## Data/ business analyst

### SUMMARY

- Recent graduate with a bachelor degree in Management Information Systems, seeking an entry level job as a data/ business analyst. Passionate about finding anomalies, patterns and trends from data through my analytical skills for the purpose of helping businesses solve problems and make informed decisions, professional at coordinating and communicating with others.
- Upper-Intermediate English

### SKILLS

|   |  |
|---|--|
| <b>Main Technical Skills</b>                        | Tableau                                |
| <b>Programming Languages</b>                        | Python                                 |
| <b>Data Analysis and Visualization Technologies</b> | Google Spreadsheets, Tableau           |
| <b>Databases &amp; Management Systems / ORM</b>     | Microsoft SQL Server, SQL, SSMS, T-SQL |
| <b>Third Party Tools / IDEs / SDK / Services</b>    | Excel, Power Pivot, Power Query        |

### EXPERIENCE

#### Customer Churn Analysis

**Description:** Analyzed Data about +6 k customers to gain insights about churn rate for a telecom company such as causes of churn and customer age groups and provided recommendations to help improve customer retention.

**Technologies:** Excel, Tableau

## **Financial Complaints Analysis**

**Description:** Analyzed +75 k financial complaints over a period of 10 years by measuring different KPIs such as response time, dispute rate, complaints in progress, complaints solved at no cost and categorizing complaints by issue, state, product, media and status.

**Technologies:** Tableau

## **Call Centers Analysis**

**Description:** Analyzed +32 k calls across 4 call centers in the US by measuring KPIs such as Customer Satisfaction Score (CSAT), Service Level Agreement (SLA) and segmenting the calls by state, city, channel, response time and sentiment.

**Technologies:** Tableau

## **Superstore Sales Performance Dashboard**

**Description:** Built a fully interactive executive summary dashboard for tracking the sales and profitability of +10 k orders, and categorizing these metrics by product category, subcategory, segment, manufacturers, customers, region...etc.

**Technologies:** Tableau

## **US Bank Failures 1934 – 2023**

**Description:** Following the recent events of bank failures in the US, I performed an analysis on +4 k banks to gain insights about how likely bank failures occur and how Silicon Valley Bank and Signature Bank compare to other failures in the US.

**Technologies:** Excel, Tableau

## **Covid-Exploratory-Analysis**

**Description:** Performed and exploratory analysis on covid-19 vaccinations and death cases in SQL using CTEs, window functions, temporary tables and other SQL functions.

**Technologies:** T-SQL, SSMS

## **Housing sales data cleaning**

**Description:** Performed data cleaning on housing sales dataset using various SQL functions.

**Technologies:** T-SQL, SSMS

## **EDUCATION**

### **Misr University for Science and Technology**

Bachelor of Business Administration

Major: Information Systems

Cumulative Grade: Excellent With honor | Class Rank: First | Cumulative GPA: 4.00 / 4.00

September 2018 – June 2022



## **CERTIFICATES**

- Microsoft Excel - Excel from Beginner to Advanced (Udemy) | Data Analysis and Visualization Specialization (IBM)
- SQL for Data Science (Coursera) | Python Data Structures (Coursera) | Tableau Fundamentals (DataCamp)
- Fundamentals of visualization with Tableau (Coursera) | IELTS (IDP Turkey) | Intermediate Python (DataCamp)

## **ACCOMPLISHMENTS:**

- Featured on tableau public for my project 'Call Center Dashboard' which was selected as 'Viz of the Day' LinkedIn Post.
- Ranked first in college for 4 years in a row.
- handled the coordination between new student families, the student union and the faculty officials.
- Participated in the organization of the leadership event held by Enactus Egypt for two years in row.
- Participated in the organization of Egyptian Federation of American Football League.

## **VOLUNTEERING**

Public Relations Coordinator at Enactus MUST  
October 2019- July 2020

Human Resources Coordinator at Enactus MUST  
August 2020- October 2021

Head of families committee at the faculty of Business Administration Student Union  
August 2020-October 2021

