

# Ahmed Shreif Ahmed

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## Summary

- A highly motivated and results-oriented Junior Data Analyst passionate about using data to solve problems. Proven ability to collect, clean, analyze, and interpret data to identify trends and insights with Strong communication and presentation skills.

## Work experience

- MIS Analyst at e& Global Service** **OCT2024-Now**
  - Proactively analyze call center data to identify trends, opportunities, and areas for improvement.
  - Develop and maintain comprehensive reports and dashboards to track key performance indicators (KPIs) and monitor call center operations.
  - Collaborate with call center management to implement data-driven strategies for enhancing customer satisfaction and agent productivity.
  - Provide actionable insights to support decision-making and optimize call center processes.

### Data Analyst at Turbo

**Apr2024-OCT2024**

- Extract, transform, and load data from the database using Big Query.
- Implement Data Cleansing steps using Google Sheets.
- Make daily reports and dashboards for all the company departments using Google Data Studio.

### Customer Care Advisor at Etisalat-UAE

**Jan2024-Apr2024**

- Communicating with business customers via inbound calls.
- Processing orders, forms, application and provide professional customer support.

### Data Analyst Intern at Digital Hub

**Apr2023**

- Worked on The Digital Transformation project of (CAPMAS) Central Agency for Public Mobilization and Statistics using data cleaning, Power Query, Power Pivot, Excel, and Power BI.
- Collected, cleaned, and analyzed data from a variety of sources.
- Developed and implemented data-driven solutions to business problems.
- Created data visualizations to communicate findings to stakeholders.

## Courses

- Google Data Analytics Certificate **Mar2023-Aug2023**

## Extracurricular Activities

- Trainee at the project of preparing 1000 African leaders-Cairo University** **Mar2019-Mar2020**  
Collected data about countries in Africa like Somalia and Comoros then I made a SWOT analysis and suggest projects to develop the economy of these countries.

## Education

- BA from Agriculture college at al-Azhar University of Cairo Department of Agricultural Economics **2019-2022**
- Grade: Good

## Language

- English: Very good at [writing, speaking, reading, Listening]
- Arabic: mother Tonge

## Computer

- MS Office: Proficient at (word, Excel, PowerPoint, and Power BI)

## Personal data

- Military status: Exempted (the only son)

## Skills

- Excel | Power BI | Google Data Studio | Google Sheet | Power Query
- Data Cleaning | Data Visualization | PowerPoint | Power Pivot