

Ahmed Hassan – Data Analyst

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Summary

Data Analyst with hands-on experience in SQL, Python, Excel, Power BI, and Tableau. Skilled in cleaning, transforming, and visualizing large datasets, and in automating KPI reporting to improve business intelligence. Proven ability to communicate insights and support decision-making, drawing on both data projects and customer-facing experience.

Projects

World Layoffs Analytics (Excel & MySQL)

- Analyzed data from 2,500+ companies, creating visualizations on layoffs by sector, year, and geography.
- Identified correlations between funding and layoff risk to provide business insights.

Airbnb Market Insights (Excel & Tableau)

- Cleaned and analyzed 20K+ listings developed dashboards on pricing, availability, and demand.
- Delivered competitive pricing recommendations for improved market positioning.

Customer Sales Analysis (SQL & Python)

- Queried and joined 8+ relational tables and cleaned and transformed data using Pandas.
- Automated KPI reporting, improving accuracy and reducing reporting time by 30%.

Fashion Boutiques Dashboard (Power BI)

- Developed a Power BI dashboard that revealed seasonal discount trends, enabling sales teams to optimize inventory and reduce stockouts by 15%.
- Supported inventory planning and business intelligence for seasonal stock management.

Work Experience

Talabat – Customer Service Representative (07/2022 – 05/2023)

- Monitored and analyzed KPIs, improving response times by 20% within 2 months.
- Created weekly KPI dashboards to track response times and generated insights that improved performance by 20%.
- Resolved 50+ daily inquiries while maintaining 85% customer satisfaction.

Vodafone – Customer Service Representative (08/2018 – 03/2019)

- Analyzed customer feedback and Generated performance reports that boosted satisfaction by 20% in 3 months.
- Handled 50+ customer inquiries daily and tracked feedback trends to support KPI reporting.

Education

B.A. in Philosophy – Helwan University (06/2023)

Certifications & Training

- Google Data Analytics Professional Certificate (Coursera)
- SQL for Data Analysis (Coursera)
- Power BI for Business Intelligence (Udemy)
- Data Analyst Bootcamp (Alex The Analyst)

Technical Skills

- **Data Analysis:** SQL, Python (Pandas, NumPy), Excel (PivotTables, Power Query)
- **Visualization & BI:** Power BI, Tableau, Data Visualization, Dashboarding, KPI Reporting
- **Data Management:** Data Cleaning, Data Transformation, ETL Concepts, Predictive Analysis
- **Soft Skills:** Problem-Solving, Stakeholder Communication, Performance Metrics, Business Intelligence, Data Storytelling, Reporting Automation, Trend Analysis