

Ahmed Hassan – Data Analyst

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Summary

Junior Data Analyst with practical experience in SQL, Python, Excel, Power BI, and Tableau for data cleaning, visualization, and KPI automation. Skilled in translating raw datasets into actionable insights and interactive dashboards that improve business decision-making. Combines strong analytical skills with customer experience to deliver data-driven recommendations.

Projects

World Layoffs Analytics (Excel & MySQL)

- Analyzed data from **2,500+ companies** using MySQL and Excel to visualize layoffs by sector, year, and geography.
- Identified correlations between **funding stages and layoff risk**, providing actionable insights for investors.

Airbnb Market Insights (Excel & Tableau)

- Queried and joined **8+ relational tables**; automated KPI tracking in Python (Pandas) to streamline reporting.
- Reduced manual reporting time by **30%**, improving accuracy and efficiency.

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)

- Built **interactive Power BI dashboard** revealing seasonal discount trends and inventory performance.
- Supported stock optimization decisions, reducing stockouts by **15%**.

Work Experience

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

- Monitored and analyzed **service KPIs** in Excel, improving response times by **20%** within two months.
- Built weekly KPI dashboards, translating customer response data into actionable insights for management.
- Handled 50+ inquiries daily while maintaining **85% customer satisfaction**, demonstrating analytical and communication skills.

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

- Collected and analyzed **customer feedback data** using Excel, identifying trends that improved satisfaction by **20%**.
- Produced weekly performance reports used by supervisors to enhance service KPIs and team metrics.

Education

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

Relevant Coursework: Statistics, Logic, Critical Thinking

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* (YouTube)

Technical Skills

- **Languages & Tools:** SQL, Python (Pandas, NumPy), Excel (PivotTables, Power Query), Power BI, Tableau
- **Data Analysis:** Data Cleaning, Data Transformation, Data Wrangling, Descriptive Statistics, Predictive Analysis
- **Visualization & Reporting:** Dashboard Design, KPI Tracking, Power BI & Tableau Dashboards, Reporting Automation
- **Soft Skills:** Problem Solving, Business Communication, Trend Analysis, Data Storytelling, Stakeholder Reporting

Continuous Learning

- **Naked Statistics – by Charles Wheelan:** Strengthened understanding of real-world statistical analysis, probability, and data interpretation for business insights.
- **The Lady Tasting Tea – by David Salzborg :** How Statistics Revolutionized Science – Gained insight into the historical foundations and practical applications of modern statistical thinking