

# Ahmed Omar Eissa

## Data Analyst | EMEA CommOps Central Analytics

Amsterdam

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### Skills

SQL, ETL, Data modeling, Big Data, Gsheets, PowerBI, Python, R, Tableau, Piper, Plotly.

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### Experience

#### Uber | Analytics & Insights Data Analyst | EMEA Community Operations

March 2019 - Present, Amsterdam Area, Netherlands

- Drive analysis on projects across EMEA to improve the experience of our customers and support agents
- Identify operational weaknesses and help improve or innovate new processes to keep local teams as efficient as possible
- Build and own periodic reporting - Take advantage of the ever-growing amount of data we have at our fingertips to help stakeholders across EMEA manage and improve our operations
- Apply business analytics techniques on large data sets to develop strategic insights, and present them in a compelling way to enable smart and sustainable business decisions

#### Uber | Associate Business Analyst | EMEA Community Operations

February 2018 - February 2019, Cairo, Egypt

- Owning Eats A&I for EMEA CommOps.
- Managing forecast, hiring and staffing calls with different COEs and BPOs.

#### Vodafone | Business Intelligence Engineer | Analytics Center of Excellence

June 2017 - February 2018, Cairo

In Analytics center of excellence, we are responsible for developing end to end solutions support Analytics for Vodafone Group including:

- Setting the rules of KPIs calculations and validation in collaboration with TSS business transformation.
- Creating ELT jobs to extract the data from various data sources into Hadoop.
- Utilizing SQL on Hadoop tools for data discovery, analysis, and manipulation.
- Creating dashboards and reports to match the business requirements.

#### ProCons-4it | Business Intelligence Consultant

August 2016 - June 2017, Cairo

- Translate business requirements into specifications used to implement the required reports and dashboards
- Analyze, Design, Development, Testing and Implementation of BI Solutions.
- Analyze, Design and Create HANA data models to support various reporting.

#### SAP | Intern | SAP Young Professionals Program

May 2016 - July 2016, Cairo

Comprehensive 3 months training program covering a full development plan including personal and business skills to enable functional and technical knowledge of SAP solutions.

## **Save the Children International | Volunteer | Food Security and Livelihoods**

Aug 2014 - Jan 2015, Cairo

The Youth Livelihoods Programme was launched by Save the Children in Greater Cairo. The purpose of the project is to economically empower 300 vulnerable and at risk Syrian and Egyptian Youth through a set of tailored training, while improving social cohesion among Cairo's youth population.

Key activities of the project include:

- Labor Market and Skills Gaps assessment
- Life skills Training
- Humanitarian Traineeship
- Vocational Training and on the job placements
- Entrepreneurship Training.

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## **Certificates**

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### **LinkedIn**

- **Applied Machine Learning: Algorithms** Oct 2019
- **Advanced Python** May 2019

### **Coursera**

- **Bayesian Statistics** Jul 2017
- **Linear Regression and Modeling** Oct 2016
- **Inferential Statistics** Sep 2016
- **Introduction to Probability and Data** Aug 2016

### **SAP**

- SAP Certified Application Associate - Business Intelligence with SAP BW 7.4 & SAP BI 4.1

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## **Education**

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### **BSc. Of Engineering, Suez University**

2009 - 2014

**Department:** Petroleum Engineering

**Grade:** Very Good with Honor Degree

### **General Secondary Certificate / Mathematical Section**

2006 - 2009

**Grade:** 410/410 (100%)

**National Rank:** Top 100 students All over the country.