

Telecom Customer Churn Analysis

Group Code: Data Analyst Specialist_ CAI1_DAT1_G7e

Team Name: Challengers Team

Team Members

1. **Doaa Mahmoud Mustafa** (Team Leader): Data analysis, visualization show by Power BI and analysis presentation.
2. **Ayat Mohamed Abdel Rahim**: Data analysis and visualization show by Power BI.
3. **Mona Khaled Rashad**: Data analysis and visualization show by Power BI.
4. **Nada Mohamed Abdel Mortada**: Data analysis and PowerPoint.
5. **Nourhan Ibrahim Ali Wafi**: Data analysis and data analysis report.
6. **Marina Atef Wadid**: Data analysis and PowerPoint.

Supervised By: Kareem El-Demerdash

Project Description (Brief Overview)

The objective of this project is to identify and analyze the primary and secondary reasons behind customer withdrawal from a telecommunications company, with a focus on geographical trends and demographic patterns. The analysis aims to uncover key insights into customer dissatisfaction. This will support the development of strategic recommendations to reduce churn, improve customer retention, and enhance overall service quality in targeted regions.