

## Contact

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## Top Skills

Data Analysis  
Application Support  
ITIL Certified

## Languages

English

## Certifications

Introduction to big data  
Ccna  
ITIL

# Ahmed Hatem

Business intelligence specialist at Vodafone  
Egypt

## Summary

Experienced Business Intelligence Analyst with a demonstrated history of working in the telecommunications industry. Skilled in Oracle Database, Microsoft Excel, Communication, SQL, Unix, Data analytics and Data Warehousing. Strong research professional with a Bachelor of Engineering (BE) focused in Electrical, Electronics and Communications Engineering from Canadian international college.

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## Experience

Vodafone

4 years 11 months

Senior Business Intelligence Analyst

July 2019 - Present (2 years 6 months)

Cairo Governorate, Egypt

- Examine existing/ new business models and flows of data and discuss findings with the business owner and other technical teams.
- Deploy ETL jobs using IBM Inphosphere Data Stage and INFORMATICA .
- Deploy BI reports using SAP business object "Crystal & Webi " Reports.
- Ensuring project requirements are accurately represented in solutions developed and implemented into production environment and making the "Post Implementation Validation" Test.
- Analyze applications repetitive problems, try to find temporary solutions and escalate to the development team or vendor for permanent fix to minimize business impact for chronic problems.
- Maintaining Revenue Assurance, Operational Data Store and ETL systems stability to enhance the performance of the services.
- Ensure applications changes are followed by change management process.

- Implement system updates as per change management process to ensure proper implementations for fixes, also new functions deployment are timely and accurately deployed to production.
- Solve production and operational issues.

### Business Intelligence Specialist

July 2019 - Present (2 years 6 months)

Cairo, Cairo, Egypt

### Data Warehouse operations engineer

February 2017 - July 2019 (2 years 6 months)

Egypt

operate all the Data Warehouse models, monitoring all jobs using AJS(automated tool) And ETL tool

### Smart.net

#### Technical Presales Engineer

April 2016 - February 2017 (11 months)

Misr al-Gadida, Cairo Governorate, Egypt

### Army

#### Army Officer

April 2014 - October 2016 (2 years 7 months)

Worked in electronics ( maintenance )

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## Education

### Canadian international college

Bachelor of Engineering (BE), Electrical, Electronics and Communications Engineering · (2008 - 2013)