

Jihane Petticrew

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Professional Summary

Full Stack Web Developer with Code Institute, I have acquired most of my knowledge through putting together user-friendly applications. Although I am at the start of this amazing career, I am confident of my abilities to undertake any new project.

I define myself as a creative, positive, well-organised person who likes challenges as much as challenging myself.

Skills

Dedicated team member: to get a good understanding of the data provided, where it came from and how to use it, it is very important to communicate well with all the stakeholders. **Detail oriented:** vigilant and thorough to get the right set of data and input in the right type of dash. **Good communicator:** gathering all the data in a clear manner. **Creative:** manipulating the data is one thing, arranging it in a proper presentation requires a certain creativity. **Friendly and Enthusiastic:** team player.

Work Experience

Full Stack Web Developer	Feb-Nov 2020
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Part-time Freelancer - SAHM	Nov 2014-2019
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Data Analyst	Feb 2012-Oct 2014
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Managing analytical projects for the customer and third-party suppliers to the contract

Developing all SLAs and processes for delivery of operational services over all accounts

Measurement of KPIs, Service Threshold and Adhoc projects

Ensure data accuracy and lining up with all departments on KPIs set

Create daily, weekly, monthly dashboards and presentation to managed team

Issue performance-based reports

Managing projects on performance

Articulate findings with set of recommendations and action log

Escalation point for project issues

Data Reporting**Nov 2011-Jan 2012**

Maintenance of Salesforce, daily maintenance and weekly reports on activity

Networking: Direct customer interactions – senior level.

Data Analyst**May 10-Jul 2011**

Strategic Capacity planner: build contingency scenarios in line with the budget (finance, marketing, recruitment)

Creation and customization of the sales channels reports (sales/revenue/forecast/Target)

Generate weekly standardized reports to discuss the Line of Business performance

Liaise with head of channels on ad-hoc projects

Build process documents and presentations

Interacting with all departments to understand data sources

Communicate results and discuss recommendations

Track performance and report on resources

Help in the implementation of the new system

Data Analyst**Apr 09-May 2010**

Strategic Capacity planner: build contingency scenarios in line with the budget, taking into account volumes, headcount and service level, seasonality, sales and all resources involved (finance, marketing, recruitment)

Capture and input all corresponding data into a unique model

Set targets. Forecasting and building assumptions to keep track of all sales activity

Creation and customization of the sales channels reports (sales/revenue/forecast)

Generate weekly standardized reports to discuss the channels' performance (weekly, monthly and quarterly reviews)

Liaise with head of channels on ad-hoc requests

Build process documents and presentations

Produce reports and analysis based on the company's product launch and weekly sales activity

Insights co-ordinated with the All departments

Sales & Data analyst**Sept 08-Jan 2009**

Generating reports while managing and following up all inbound leads and web inquiries

Supporting existing partners and ensuring they have all appropriate documentation

Monitoring performance of web-based campaigns

SalesForce maintenance

Marketing coordinator at Fringe Festival – Dublin IE

Jun-Aug 2008

Account implementation

Feb 06-Feb 2008

Generating a variety of reports in order to monitor sales rep territory management and effectiveness, lead the sales to achieve their targets

Providing weekly and ad-hoc reports to senior management articulating findings

Leading the team in weekly internal meetings: agendas, weekly objectives, account issues, call coaching, training

Developing the sales process and implementing it from quotation to closing the deal

Manipulating raw data properly to set the team's targets and territory management

Working in conjunction with AM, CAM and TAM to create quarterly business review reports, including determining content and objectives during quarter

Telemarketing Agent

Aug-Dec 2005

Event coordinator

Jan-Jun 2005

Advertising Executive

Jan-Dec 2004

Education

2001-2005 **Master Degree in Business** at La Rochelle Business School - France

2002-2003 **Exchange Programs** at the Asper School of Business – Canada

1999-2001 **Preparatory School of Business** – France

1999 **A Diploma in Business** at Descartes High school - Morocco