JIHANE PETTICREW

Junior Web Developer

PROFILE

I am an experienced data analyst with a success track record in building efficient reporting tools that have been used mainly by senior management teams.

Independent I also thrive in building good relationships with fellow team members and across the companies' departments.

Full of resources, I have achieved the full stack web developer course provided by Code Institute last year.

I want to be part of a success story.

CONTACT

PHONE:
086 182 2748

EMAIL:
Jihane.petticrew@gmail.com

EDUCATION

Code Institute
February 2020 - February 21
Full Stack Junior Web Developer

ESC La Rochelle
2001 - 2005
Master Degree in Sales and Marketing

WORK EXPERIENCE

Career break
2015 – Now
During my career break I have had 2 beautiful kids and also taken a few tasks as virtual assistant, reporting support, data input, French tutor, blogger.
I also completed the full stack web developer program from code institute to learn the basis of the most popular programing languages, conscient those are now necessary in any analytics role

**Data Analyst – BT Wholesale**
Feb 2012-Oct 2014

KPIs measurement
- Ensured data accuracy on data input
- Created daily, weekly, monthly excels dashboards and ppt presentation to managed team
- Issued performance-based reports: finance, sales, technical

Monitored data projects on performance of all BT departments
- Assisted on the contract renewal governance
- Provided in-life excel reports to the customers
- Articulated findings with set of recommendations and action log
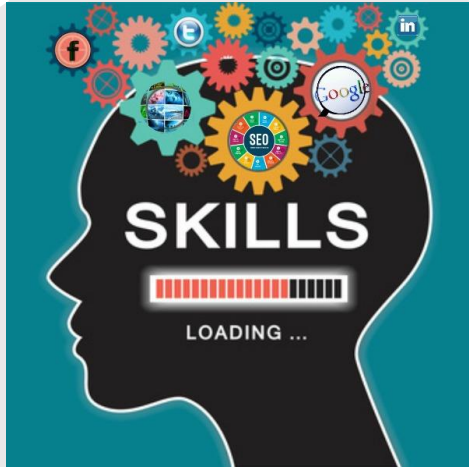
LANGUAGES

English: Fluent
French: Mother tongue
Arabic: Mother tongue
Spanish: conversational

COMPUTER SKILLS

Office
CRM-Radar
SalesForce
BO
SQL
Python
Html
CSS
Jquery

ONLINE PRESENCE

https://github.com/JihanePett
https://www.linkedin.com/in/jihanepetti
crew

Managed analytical projects for the customers
- SLAs impact v target and benchmark
- Root cause analysis: track events and outages to date impacting on overall activity
- Liaised with the network and technical team to prevent technical   issues
- Actively coordinated the preparation of excel reports and delivery to the customer in a ppt presentation

Escalation point of contact for project issues
- Interact with BI teams and tech support on data related issues
- Help with the new system implementation, follow up and training

Reporting Specialist – Circulator
Nov 2011-Jan 2012

Sales, up-sell, cross-sell
Reporting: Salesforce, daily maintenance of weekly reports on activity
Monitored performance of email marketing campaigns – open/bounce rates, deliverability, etc.
Networking: Direct customer interactions – senior level. Attend marketing events – MII, DCC

Data Analyst – Vodafone
May 10-Jul 2011

Capacity Planning Reports
- Build contingency scenarios, on excel reports, in line with the budget
- Set forecasting on the overall activity

Reporting analyst to the board of Exec
- Creation and customization of the sales channels reports (sales/revenue/forecast/Target)
- Generate weekly standardized excel reports to discuss the Line of Business performance
- Build process documents and presentations
- Interacting with all departments to understand data sources
- Communicate results and discuss recommendations

Analysis to senior management team
- Produce weekly excel reports and analysis based on the company KPIs SL, FCR, NPS (Service Level, First Call resolution and Call Quality)
- Track performance and report on human resources

WFM – Scheduling
- >150 Agents scheduling, setting hours in accordance with business and legal requirements
- Coordinate training required

Trainings: SQL basic, Nice (IEX TotalView)

Data Analyst at Eircom
Apr 09-May 2010

Capacity Planning Model directed to Eircom Consumer Market
   • Strategic sales planning: 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)
   • Captured and input all data into a unique excel model
   • Set targets. Forecasting and building assumptions to keep track of all Eircom activity (by product and sales channels)

Reporting to Senior Management Team
   • Created and customized the sales channels reports and analysis (sales/revenue/forecast)
   • Generated weekly standardized excels reports to discuss the channels' performance (weekly, monthly and quarterly reviews)
   • Built process documents and presentations with insights on ppt

Sales & Reporting specialist – Newbay Software
Sept 08-Jan 2009

Marketing coordinator – the Fringe Festival
Jun-Aug 2008

Territory Sales Manager – Service Source
Feb 06-Feb 2008

Data management and Reporting:
   • Generated a variety of reports in order to monitor sales rep territory management and effectiveness, lead the sales to achieve their targets
   • Provided weekly and ad-hoc reports to senior management articulating findings
   • Manipulated raw data properly to set the team's targets and territory management
   • Created quarterly business review reports, including determining content and objectives during quarter
   • CRM sytems: Goldmine, Business Objects and SalesForce

Sales Management:
   • Set targets VS deadlines
   • Up-sold, cross-sold Symantec products.