

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

JIHANE PETTICREW

Returner

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 programming languages, conscient those are now necessary in any analytics role

Data Analyst – BT Wholesale

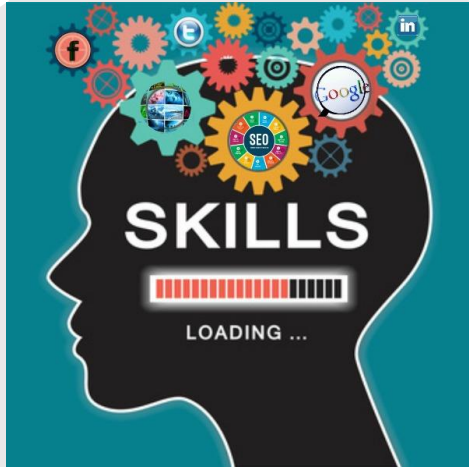
Feb 2012-Oct 2014

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://webdev-jp.herokuapp.com>
<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)



EVENTS VOLUNTEERING

BT Young Scientist
 BT People lead (internal) towards
 making BT the Best place to work
 Fundraising

HOBBIES

Web Design
 Constant learning Python
 Arts Craft & Music
 Yoga
 Board Games
 Basket ball

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.