

Kerolos Amir Albert

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About Me

I am a passionate analyst who works with numbers to extract actions from them using different tools and methodologies.

I am looking forward to a new challenge from which I can learn and develop.

Skills

- Teamwork
- Communication
- Presentation
- Self-learning
- Research
- Computer skills (Microsoft Word, Excel, PowerPoint, Power BI, R Data analysis, and SQL)

Languages

- **Arabic**
Mother Tongue
- **English**
Full professional proficiency (C1)
- **German**
Elementary proficiency (B1)

Hobbies/ Interests

Playing Classical Guitar,
Trinity College of London,
UK
Merit Grade 8 (AS level).

Reference

Prof. Dr. Wael Samir
Dean Assistant for research
Ain Shams University.
Phone: +201025241688
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Experiences

Dec 2024- Present **Teleperformance Egypt** WFM - Real-Time Analyst

- Real time analysts, analyze the operations data in real-time using different tools, so they can solve any current or upcoming issue fast and maximize the gross margin of the business by:
 - 1- Managing the queue
 - 2- Saving the SLA/GM
 - 3- Monitoring the agents/LOB/Account performance
 - 4- Optimizing the conditions and tracking any outage

Aug 2024- Dec 2024 **Teleperformance Egypt** Subject Matter Expert

- Supporting, and managing the floor and the interval to provide the best service to the customer and save the SLA.
- Monitoring and coaching the agents for any knowledge or Kpis drawbacks, and for any bad attitude to extract the best of them and solve their problems using data.
- Business writing and emailing the above actions to the management team.
- Analyzing data using different tools to visualize and present it to the management for decision-making.

Feb 2024- Aug 2024 **Teleperformance Egypt** Operations Specialist

- Serving the company's inbound customers according to its policies through Chat and Phone calls about 3500 chats and 2000 phone calls monthly.
- Handling different cultures with different tempers to save the business and provide the required help efficiently.
- Improving my communication skills, I learned time management by having rotational shifts in the same week and knew how to work in a team to achieve its target.

Sep 2023- Jan 2024 **57357 Children's Cancer Hospital** Volunteer

- I lead a choir there for the children to sing and play music
- Help the children psychologically defeat cancer and enhance their feelings towards life with life coaching.

Aug 2022- Jul 2024 **Faculty of Science, Ain Shams University** Scientific Researcher and Analyst

- I research how to decrease pollutants in the environment, so as a biotechnology researcher I am working in wastewater treatment for:
 - 1) Decreasing 2,4,6-trichlorophenol (carcinogenic) using bacterial strains.
 - 2) Decreasing tetracycline from wastewater using biologically extracted chitosan coating magnetite nanoparticles.

- Aug 2021 - Aug 2023** **American Chemistry Society ACS Student Activity**
Head of Academic and Juniors Committee.
- Train faculty students' soft skills such as presentation, and communication skills.
 - Teach school students different chemistry topics and applications.
- Jun 2021 - Jul 2021** **57357 Children's Cancer Hospital**
Clinical Pathology Internship
- Learn and worked in different laboratories such as in Virology, Microbiology, Chemistry, Cytogenetics, Hematology, and Molecular biology.
 - Experienced different techniques and tools such as Flow cytometry, PCR, Real-time PCR, and FISH and how to analyze their charts and data.
- Oct 2020 - Aug 2021** **American Chemistry Society ACS Student Activity**
Member of Academic and Juniors Committee
- Learn soft skills such as presentation and communication, teamwork, and time management skills.
 - Teach school students different chemistry topics and applications.

Education

- Sep 2019 - Jun 2023** **BSc in Applied Biotechnology**
Faculty of Science, Ain Shams University
 GPA of 3.936 (Excellent with Honours).
 I learned many skills and sciences such as Cell Biology, Microbiology, Molecular Biology, Genetics, Analytical techniques, Chemistry, Statistics, Programming, Plant and animal Physiology, and taxonomy.
- Sep 2022 - Sep 2023** **Data analytics professional Certificate,**
Google
 I learned using Microsoft Excel, SQL, Tableau, Presentation, and communication skills for data cleaning, analysis, and visualization.
- Jun 2022 - Feb 2023** **Nanodegree in Data Analysis Foundations,**
Udemy
 I learned Microsoft Excel, Data analysis visualization, and statistics.
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