

Name: Mohamed Waheed Abdel Aziz
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Summary:

Business Analyst with 10+ years of experience in Telecommunication industries
Proven expertise in data analysis, visualization, and strategic decision-making. Skilled in using tools such as {SQL, Power BI, Excel} to deliver actionable insights that drive business success.
Adept at managing large datasets, identifying trends, and presenting findings to stakeholders.

Education:

- Mini MBA: (7/2009)
 - ✓ Management and leadership
 - ✓ Marketing and sales Management
 - ✓ Human Resources &Organizational Behavior
 - ✓ Accounting and Financial Management
 - ✓ Economic Decision Making
 - ✓ Strategic Management
- faculty of Alsun (German section) Ain ShamesUniversity (2001 - 2005)
- Certified Data analyst from Udacity (Excel-SQL-Power bi) (2020)

Work Experience:

- **Senior Risk Management Analyst in Etisalat Misr from 7/202019 till now**
 - ✓ Prepare sales reports and Dashboard to top management
 - ✓ Create KPIs for my team and monitor progress them till achieve required target
 - ✓ Enhance the process to keep it up to date for customer needs
 - ✓ Collect, clean, and preprocess data from various sources to ensure accuracy and reliability.
 - ✓ Conduct data analysis using statistical techniques and generate meaningful insights.
 - ✓ Develop and maintain dashboards, reports, and visualizations to communicate findings effectively.
 - ✓ Collaborate with business stakeholders to understand their data needs and provide tailored solutions.
- **Risk Management Supervisor in Etisalat Misr (March 2015 till 2019)**
 - ✓ Facilitate risk workshops and training sessions.
 - ✓ Conduct internal audits to evaluate risk management practices
 - ✓ Support cross-functional teams in risk-related initiatives or projects.
- **Call center team leader in Etisalat Misr (Feb 2011 till 2014)**
 - ✓ Supervise and coordinate the activities of the call center team.
 - ✓ Assign tasks and monitor individual performance to ensure targets are met.
 - ✓ Conduct daily or weekly team meetings to provide updates and address concerns

Skills

- ✓ **Technical Tools:** [Power BI, Excel, SQL]
- ✓ **Data Analysis:** [Forecasting, Regression Analysis, KPI Tracking]
- ✓ **Soft Skills:** [Problem Solving, Communication, Collaboration]
- ✓ **Domain Knowledge:** [Sales, Analytics, Customer Service,]