







Ahmad Alsharif

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EDUCATION

Southern Alberta Institute of Technology | Data Analytics Post-Graduate Diploma

Calgary, AB | May 2025

Cape Breton University | Bachelor of Business Information Technology (BTech)

Sydney, NS | May 2011

CERTIFICATES

- Data Literacy - Exploring and Describing Data
- MS SQL Server 2022 Essential Training
- MS SQL Server - Master Basic Query Techniques
- Intermediate SQL for Data Scientists
- Data Analysis with Python
- Agile Principles and Mindset
- Data Wrangling in R
- Data Visualization in R with ggplot2
- Power BI Data Modeling with DAX
- Tableau - Essential Training
- Data Analytics Dashboards vs. Data Stories

PROJECTS

- Agriculture Crops Yield: *Data Extraction | R | Predictive Analysis | Data Visualization (ggplot2)*
- Global Electronic Retailer: *Business Analysis | SQL | Data Cleaning | Data Visualization*
- Student Mental Health: *Data Extraction | Data Cleaning | Data Transformation | Data Visualization (Power BI)*

SKILLS

- Data Analysis with Excel, R, and Python
- Database Management using SQL
- Data ETL using Power Query
- Data Modeling
- Created my Portfolio Site with HTML and CSS
- Data Visualization with Power BI and Tableau
- Effective Communication and Presentation
- Predictive analysis

WORK HISTORY

Peace Hills Utilities Inc. | Data Analyst (Contract)

Wetaskiwin, AB (Remote) | Jul 2024 - Current

- Executed ETL processes on system-generated reports with Power Query, ensuring data accuracy and usability.
- Developed monthly reports on overdue bill collections to drive strategic decisions and reduce delinquencies.
- Analyzed overdue utility accounts, identifying trends and supporting targeted collection strategies.
- Created visual dashboards to effectively communicate collection efforts to non-technical stakeholders.
- Improved billing efficiency, reducing processing time from five days to near-instantaneous and preventing service disruptions.
- Produced data-driven reports to support business case development and internal process improvements.

Robert Half, Technology Division | Account Executive

Calgary, AB | Jan 2022 – Aug 2023

- Built and maintained relationships with new and existing clients to drive business growth.
- Led meetings with technology decision-makers to assess and address business needs.
- Managed a portfolio of 70+ small and mid-sized business accounts, ensuring satisfaction and retention.
- Utilized Salesforce CRM to streamline client management and enhance service delivery.
- Ranked in the top 20% of the team, generating an average monthly revenue of \$29,000.

Gilfor Distribution | Key Account Manager / Operations Associate

Calgary, AB | Jan 2019 – Mar 2020

- Acted as the primary point of contact for all client-related matters across assigned accounts.
- Managed supplier relationships for 37 accounts across Western Canada, ensuring smooth operations.
- Resolved accounts payable and receivable issues with attention to detail and accuracy.
- Processed purchase orders (POs) and ensured compliance with company standards.
- Conducted year-end inventory analyses to optimize stock management.
- Negotiated pricing, inventory, and payment terms with clients and suppliers.
- Coordinated timely order preparation and shipment to clients, ensuring customer satisfaction.

Enterprise Holding | Assistant Branch Manager

Calgary, AB | Sep 2015 – Dec 2018

- Completed the management trainee program, demonstrating leadership and adaptability.
- Resolved customer issues using advanced problem-solving and conflict management skills.
- Contributed to a 30% fleet size increase through strategic planning and execution.
- Improved branch service quality index from 71% to 83%, enhancing customer satisfaction.
- Volunteered to support branches in Fort McMurray during the wildfire crisis, showcasing teamwork.
- Participated in marketing and corporate events to boost brand awareness and engagement.

Master Merchant Systems | POS System Specialist

Halifax, NS | Jul 2013 – Jun 2015

- Implemented client systems ahead of schedule, delivering one week early.
- Built and maintained strong client relationships to ensure long-term collaboration.
- Developed and updated SOPs to improve operational efficiency and resolve common system issues.
- Diagnosed and resolved POS system issues promptly, minimizing client downtime.
- Utilized CRM systems to document and manage client interactions accurately.
- Delivered training to technical and non-technical users, optimizing software use.

Stream Global Services | Senior Technical Support and Retention Specialist

Sydney, NS | May 2011 – Jun 2013

- Resolved complex billing issues, ensuring timely and accurate account management.
- Achieved a 75% customer retention rate, exceeding the target of 60%.
- Delivered high-quality service by troubleshooting and resolving equipment malfunctions.
- Provided prompt and efficient remote desktop support to resolve technical issues.
- Surpassed monthly sales targets, averaging \$950+ in sales against an \$800 target.
- Generated and managed service tickets for hardware replacements, streamlining issue resolution.

HOBBIES / ACTIVITIES

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|-------------------------------------|-------------------------|
| • Automotive Mechanic and Body work | • Swimming |
| • Woodworking | • Video Editing |
| • Metal Fabrication | • IOT / Home Automation |

REFERENCES

Available Upon Request