Ahmad Alsharif

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Passionate and driven Data Analyst with practical experience in data analysis and visualization. Skilled in extracting insights from data and presenting findings to support business decisions. Dedicated to continuous learning and professional growth, with hands-on experience in various data projects and a strong interest in leveraging data to drive improvements.

EDUCATION

SAIT | Data Analytics Post-Graduate Diploma
May 2025

Cape Breton University | Bachelor of Business Information Technology (BTech)
May 2011

CERTIFICATES

- Data Literacy - Exploring and Describing Data
- MS SQL Server 2022 Essential Training
- MS SQL Server - Master Basic Query Techniques
- SQL for Statistics Essential Training
- Intermediate SQL for Data Scientists
- Data Analysis with Python and Pandas
- 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*
- Shark Attacks: *Data Extraction | Data Cleaning | Data Transformation | SQL | Data Visualization (Power BI)*

SKILLS

- Programming languages: SQL, R, Python, HTML, CSS
- Data Modeling
- Data ETL
- Predictive analysis
- Advanced Excel, Access, PowerPoint, and Word
- Data Visualization tools: Power BI and Tableau
- Effective Communication and Presentation

WORK HISTORY

City of Wetaskiwin | Data Analyst (Contract)
Wetaskiwin, AB (Remote) | Jul 2024 - Current

- Perform ETL processes on the City's system generated reports to ensure data standardization and usability.
- Develop monthly managers' report to present to the committee the past-due bills collection effort, and new processes to minimize past due accounts.
- Analyze utilities past due accounts to identify types of customers, amount owing, and amount collected. This resulted in the identification of past due accounts whereby the city could enforce collection action
- Create and maintain past due accounts chart to present the collections efforts to non-technical stakeholders.
- Conduct a thorough analysis of the customer billing process to identify and rectify payment options inefficiencies, aiming to reduce processing times from five business days to near-instantaneous and prevent utility shutdowns.
- Produce detailed reports and visualizations to clearly present the value propositions of the proposed business case (Internal changes within the City not disclosed to the public).

Robert Half, Technology Division | Account Executive

Calgary, AB | Jan 2022 – Aug 2023

- Negotiated and cultivated business relationships with new and existing clients.
- Led meetings with technology department decision-makers to identify and address business needs.
- Managed a portfolio of over 70 small and mid-sized business accounts.
- Leveraged Salesforce CRM to optimize client management and service delivery.
- Achieved top 20% ranking within tenure group, with an average monthly revenue of $29,000.

Gilfor Distribution | Key Account Manager / Operations Associate

Calgary, AB | Jan 2019 – Mar 2020

- Served as the primary liaison for all client-specific matters across assigned accounts.
- Supplier relationship management for 37 accounts across Western Canada.
- Managed and resolved accounts payable and receivable issues with precision.
- Processed and administered purchase orders (POs).
- Conducted comprehensive year-end inventory analyses.
- Negotiated pricing, product inventory, and payment terms with clients and suppliers.
- Coordinated and ensured the timely preparation and shipment of orders to clients.

Enterprise Holding | Assistant Branch Manager

Calgary, AB | Sep 2015 – Dec 2018

- Completed the management trainee program, demonstrating strong leadership and adaptability.
- Applied advanced problem-solving and conflict management skills to resolve customer issues effectively.
- Contributed to a 30% increase in fleet size through strategic planning and execution.
- Played a key role in improving the branch's service quality index from 71% to 83%.
- Volunteered to assist branches in Fort McMurray during the wildfire crisis, showcasing dedication and teamwork.
- Actively participated in marketing and corporate blitz events to drive brand awareness and engagement.

Master Merchant Systems | POS System Specialist

Halifax, NS | Jul 2013 – Jun 2015

- Implemented a client's system, successfully delivering ahead of schedule by one week.
- Maintained strong business relationships with clients, ensuring long-term collaboration.
- Developed and revised standard operating procedures to enhance operational efficiency and accuracy making it easier to navigate to common system issues and resolving them while developers work on a system patch.
- Diagnosed and resolved POS system technical issues promptly, minimizing client's downtime.
- Utilized CRM systems to accurately document and manage client interactions.
- Delivered comprehensive training to both technical and non-technical users, optimizing their use of software features.

Stream Global Services | Senior Technical Support and Retention Specialist

Sydney, NS | May 2011 – Jun 2013

- Resolved complex billing issues, ensuring timely and accurate customer account management.
- Surpassed the required customer retention rate, achieving an exceptional 75% retention against a target of 60%.
- Ensured high-quality service by expertly troubleshooting and resolving equipment malfunctions.
- Provided remote desktop support, addressing technical issues promptly and efficiently.
- Consistently exceeded monthly sales targets, achieving an average of $950+ in sales against an $800 target.
- Generated and managed service tickets for hardware replacement, streamlining the resolution process.

HOBBIES / ACTIVITIES

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