




Ahmad Alsharif

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Skills

- Effective Communication and Presentation
- Critical Thinking and Analytical Skills
- Attention to Detail
- Time Management
- Problem-Solving
- Adaptability and Flexibility
- Microsoft Office Suite
- Data Visualization tools: Tableau & Power BI
- Programming languages: SQL, R, HTML
- Data Modeling
- ETL processes
- Data Analysis

Work History

City of Wetaskiwin | Data Analyst Volunteer

Wetaskiwin, AB (Remote) | Jul 2024 - Current

- Perform ETL processes to ensure data integrity and accuracy across all stages.
- Develop comprehensive reports that provided actionable insights to inform management's strategic decisions.
- Analyze collection accounts to identify trends and discrepancies, enhancing recovery rates.
- Streamline billing processes by addressing inefficiencies, improving accuracy, and reducing processing times.
- Create and maintain dashboards to effectively convey complex data insights to non-technical stakeholders.
- Collaborate with operations to maintain data consistency and support company-wide initiatives.
- Produce detailed reports and visualizations to clearly present the value propositions of proposed initiatives.
- Design and implement fillable PDF forms to optimize data collection accuracy and efficiency.

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.
- Built and sustained advisory relationships with key clients.
- Managed a portfolio of over 70 strategic and mid-sized business accounts.
- Leveraged Salesforce CRM to optimize client management and service delivery.
- Matched highly skilled IT professionals to clients' specific role requirements.
- Achieved top 20% ranking within tenure group, with an average monthly GM of \$29,000.
- Enhanced the company's presence within the local business community.
- Oversaw ongoing client engagements to ensure exceptional service delivery to both clients and candidates.

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.
- Cultivated robust relationships with 37 accounts across Western Canada.
- Managed and resolved accounts payable and receivable issues with precision.
- Processed and administered purchase orders (POs) efficiently.
- Demonstrated the ability to perform under pressure while ensuring meticulous attention to detail.
- Conducted comprehensive year-end inventory analyses.
- Negotiated pricing, product inventory, and payment terms with clients and suppliers to optimize outcomes.
- 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.
- Successfully developed new business opportunities while maintaining and enhancing client relationships.
- Consistently delivered exceptional customer service, ensuring high levels of client satisfaction.
- 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

- Contributed to a client system implementation project, successfully delivering ahead of schedule by one week.
- Maintained strong business relationships with clients, ensuring long-term collaboration.
- Developed and revised process documentation to enhance operational efficiency and accuracy.
- Diagnosed and resolved POS system technical issues promptly, minimizing 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 | Technical support & 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%.
- Enhanced customer satisfaction by actively listening to concerns and delivering tailored, effective solutions.
- 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.
- Applied technical expertise to focus on detailed issue analysis, ensuring swift and precise problem resolution.

Education

SAIT | Data Analytics Post-Graduate Diploma

May 2025

Cape Breton University | Bachelor of Business Information Technology

May 2011
