ALSAWY MOHAMED

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TRUSTED BUSINESS INTELLIGENCE MANAGER

Call Center Operations Manager • Customer Service Manager • Senior Data Analyst
Data Visualization • Performance Metrics • Predictive Analytics • Business Intelligence Tools
Data-Driven Insights • Managed Budgets Effectively • Expertise in Data Analysis
Promoted 2x • Team of the Year Award • Company Ambassador for Secondary Schools

WORK EXPERIENCE

Freelance; EG   **2018-03-01 2024-01-08**
Freelance Data Analyst Consultant

- Orchestrated and delivered comprehensive data analysis projects for a diverse clientele in the telecommunications, healthcare, and retail sectors.
- Collaborated with stakeholders to convert business needs into data analysis projects.
- Pioneered data insights enhancing clients' business operations and decision-making.

Customer Care; Cairo   **Oct 2014 - Dec 2017**
Manager

- Crafted and enforced comprehensive training programs for customer care representatives, stimulating a 20% improvement in call resolution rates.
- Navigated the annual budget for the activation team, achieving a 10% cost reduction.
- Headed a team of over 80 customer care representatives, activating fixed-broadband lines and exceeding all targets.
- Boosted customer satisfaction via strategic leadership and careful planning.

Customer Care; Cairo   **July 2012 - Oct 2014**
Manager

- Augmented customer service quality significantly by spearheading innovative team training initiatives and crafting specialized programs for diverse teams.
- Executed a comprehensive analysis of ticket generation patterns, consistently updating management with crucial insights to drive corrective actions.
- Pioneered the successful establishment of a call center workforce and reporting team, taking charge of budgeting and optimization across all units.

EDUCATION

ESLSCA University, Cairo   **2015**
Masters, Business Administration

Helwan University, Cairo
Bachelors, Commerce

TECHNOLOGIES, CERTIFICATIONS

Technologies: Google Analytics, Zoho CRM, MySQL, Tableau Public, Slack, MATLAB
Certifications: Mar 2023 - Apr 2023 Marketing Analytics with Python
Datacamp

Gain the Python skills you need to make better data-driven marketing decisions.
In this track.
How to analyze campaign performance, measure customer engagement, and •

• predict customer churn.
Working with real-world data, including retail transactions, •

• How to analyze social media data,
• Extract insights from text data, and gain market basket analysis skills. You'll also
• use statistical models and machine learning to forecast customer lifetime value
Nov 2022 - Nov 2022 Business Analyst
Cairo, Egypt   365 Data Science
With all the rights and privileges thereunto pertaining
In the assurance that they have successfully taken exams in:
Data Science Basics •
• Data Strategy
• Excel Pivot Tables
• Statistics
• Data Literacy
• Excel Basics
• Advanced Excel
• Data Visualization • May 2022 - Dec 2022 Data Analyst in Power BI
Cairo, Egypt   Datacamp
Co-created with Microsoft to prepare for the official PL-300 Data Analyst with Power BI exam.
Power BI functionalities, including data modeling, DAX, and Power Query.
Import, clean, manipulate, analyze, and visualize data in Power BI • Apr 2021 - Feb 2022Data Analyst Professional
Cairo, Egypt   Udacity
It consists of four programs
Machine Learning Cross-Skilling •

• Advanced-Data Analysis
• Data Analysis Professional
• Data Analysis Challenger • Situational Leadership®   Leadership & Motivation   Dynamic Delegation & Great • Ken Blanchard Companies   SETTEC The training House   Feedback Worouts • Management " Two day MBA"   LOGIC Training & HR development • Total Business Mastery & Crisis   Finance for Non Financers • trainear the new training ear • FORWARD Consulting