



Alsawy Mohamed

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Summary

Data-driven manager with 20+ years of experience in telecommunications and customer care. Proven ability to lead and develop teams, manage budgets, and drive business results. Expertise in data analysis, business intelligence, and project management.

Professional Experience

Mar 2018 – present
Giza, Egypt

Freelance Data Analyst Consultant

Freelancer

- Managed and delivered data analysis projects for a variety of clients in the telecommunications, healthcare, and retail industries.
- Developed data-driven insights that helped clients improve their business operations and make better decisions.
- Collaborated with stakeholders to understand business requirements and translate them into data analysis projects.

Oct 2014 – Dec 2017
Cairo, Egypt

Manager, Customer Care

Orange Egypt

- Led a team of 80+ customer care representatives responsible for activating fixed-broadband lines achieved all activation team targets and increased customer satisfaction ratings.
- Developed and implemented training programs for customer care representatives, resulting in a 20% improvement in call resolution rates.
- Managed the annual budget for the activation team department and achieved a 10% reduction in costs.






Jul 2012 – Oct 2014
Cairo, Egypt

Manager, Customer Relationship

LINKdotNET

- Improved the quality of customer service by conducting training for team members and developing different training programs for different teams.
- Created a call center workforce and reporting team responsible for budgeting and optimization for all teams.
- Conducted in-depth analysis of tickets created to discover any unusual patterns and update management to take the necessary corrective actions.

Education

Jan 2023 – present	Data Scientist with Python <i>Datacamp</i> Learn Python for data science and gain the career-building skills you need to succeed as a data scientist, from data manipulation to machine learning!
Mar 2023 – Apr 2023	Marketing Analytics with Python <i>Datacamp</i> Gain the Python skills you need to make better data-driven marketing decisions. In this track. <ul style="list-style-type: none">• 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 Cairo, Egypt	Business Analyst <i>365 Data Science</i>  With all the rights and privileges thereunto pertaining In the assurance that they have successfully taken exams in: <ul style="list-style-type: none">• Data Science Basics• Data Strategy• Excel Pivot Tables• Statistics• Data Literacy• Excel Basics• Advanced Excel• Data Visualization
May 2022 – Dec 2022 Cairo, Egypt	Data Analyst in Power BI <i>Datacamp</i>  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 2022 Cairo, Egypt	Data Analyst Proffesional <i>Udacity</i>  It consists of four programs <ul style="list-style-type: none">• Machine Learning Cross-Skilling• Advanced-Data Analysis• Data Analysis Professional• Data Analysis Challenger
Oct 2012 – Apr 2015 Cairo, Egypt	Master of Business Administration <i>ESLSCA University</i> 
Oct 1994 – Jun 1998 Cairo, Egypt	Bachelor of Commerce and Business Administration <i>Helwan University</i> 

Certificates

Situational Leadership® 
Ken Blanchard Companies

Leadership & Motivation
SETTEC The training House

Dynamic Delegation & Great Feedback Workouts
trainear the new training ear

Total Business Mastery & Crisis Management " Two day MBA"
FORWARD Consulting & Development

Finance for Non Financers
LOGIC Training & HR development

Skills

Proficient in Microsoft Office, Microsoft Power BI, Tableau, SQL, Data Visualization, and Python.

Strong analytical skills and problem-solving abilities

Team player with excellent communication and interpersonal skills.

Projects

Bringing Data Science Education to Secondary Schools in India for Zero Cost

The team created a data base of Indian secondary schools and their email domains to spread the importance of data science in schools' curriculum at zero costs.

Highway Asphalt Pavement Degradation Classification using Deep Learning and Computer Vision

Asphalt Pavement Degradation is a common problem on Nigerian highways. Major roads linking streets and even big cities face a serious challenge of bad roads due to the state of the road.

Feasibility and ROI Analysis for Renewable Resources Infrastructure using Computer Vision

Omdena Local Chapter Challenge in which Hamburg, Germany Local Chapter team installed a renewable energy infrastructure using satellite imagery and performed a cost-benefit analysis as well as ROI (Return on Investment) for multiple spots.

Lung Disease Detection Using Data Science

In partnership with GDSC, Egypt-Japan University of Science and Technology, I agreed with the team to run a project to get college students introduced to data science. Thus, the aim is to educate students on: 1. Collecting datasets 2. Modeling 3. Web Deployment

Mar 2013 – Jun 2013

Customer Service Team Movement

Successfully moved customer service team from Maadi to Pyramids Heights with cooperation with different teams outside and inside the company like a technical team and Mobinil PM team and Telecom Egypt team and I was the business PM.