Ahmed Samy
Data Analyst

Experienced Data Analyst with a history of working in the CS and CXP industry.
Skilled in Power BI, Tabular, Microsoft Office Suite, Salesforce, Log ix and high Linux OS knowledge.
Strong support professional with in Field experience and Certified Courses

Contact

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Linked In
https://www.linkedin.com/in/assg1994

Education

2014 – 2019
Bachelor in English Language
Helwan University,
Faculty of Arts, English Department
Linguistics and Translation Section

Expertise

- Microsoft Office
- SQL
- Tableau
- Power BI
- Teamwork
- Effective Time Management
- Ability to Multitask
- Communication

Experience

June 2022 – Present
Outsourcing Skill, Maadi, Cairo
Reports and RTM Analyst

Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
Analyze leads, Filter and "clean" data by reviewing computer reports according to Business Modules, printouts, and performance indicators to locate and correct code problems
Work with management to prioritize business and information needs
Locate and define new process improvement opportunities

January 2022 – May 2022
Outsourcing Skill, Maadi, Cairo
Quality Assurance Specialist

Analyze call center data to generate valuable insights to predict customer trends.
Monitor KPIs, track quality metrics and provide regular analytics reports to management.
Make recommendations on process and policy improvements from reports. formulating and verifying call center process controls and monitoring customer satisfaction with those process controls
Generate valuable insights to predict customer trends.

September 2021 – January 2022
R2S Logistics, Nasr City, Cairo
Data Analyst

Interpret data, analyze results using statistical techniques and provide ongoing reports
Develop and implement databases, data collection systems,
data analytics and other strategies that optimize statistical efficiency and quality
Acquire data from primary or secondary data sources and maintain databases
Identify, analyze, and interpret trends or patterns in complex data sets
Work with management to prioritize business and information needs
Locate and define new process improvement opportunities

January 2021 – September 2021
R2S Logistics, Nasr City, Cairo
Logistics Accounts Manager

Handling merchant's requests & queries on web chat, Emails & calls.
Develop a relationship with clients and liaising between the client and the Ops. in field
Supporting 27 Clients 8 hours / 5 Days
also making reports for tracking and forecasting

April 2019 – October 2019
NOON Egypt, 6th of October, Giza

Customer Service Representative

Handling customer queries on web chat, Emails & calls. By helping customers & answering questions related to their orders and requests

December 2018 – April 2019
Jumia Egypt, 5th Settlement, Cairo

E2E Queue Management Specialist

Ensure E2E (Outflow and Reverse) of 98.5+% (target 95%) is being met on weekly basis through all legs from order creation to customer door delivery and return

June 2018 – December 2018
Jumia Egypt, 5th Settlement, Cairo

Customer Experience Specialist

Maintained highest account record of NPS (Net Promoter Score) of 70+% (target 65%)

2016 – 2018
Orange Egypt, Giza

Customer Service Representative

Handling customer queries on calls. Successfully ranked on the top 15 achievers list for consecutive 5 months

Reference

Shaimaa yehia

In Drive

Phone: +201069997085

Email : shimaa.bhkour@gmail.com

Worked with Shaimaa indirectly at Jumia Egypt and She was my Direct Manager at NOON and later at R2S Logistics

Namita Sharma

Mumzworld.com

Phone: +971506818249

Email : namitasharma0504@gmail.com

Namita was the Global CS & CXP manager in Jumia Corp.,
We worked together on different tasks, where i earned her trust and got promoted to E2E Queue Management Team