

Mohamed Hamed Ahmed

Data Analyst

Location: Dubai

Contact Information

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Summary

I'm a friendly person with strong communication skills, able to work well within a team and lead them to great process, communicate well and professionally with the different cultures because of my work as a CSR for more than 5 years. Also, I'm a Data Analyst with a strong background in data preparation, visualization, and reporting using Python, SQL, Excel, and Power BI. Proven ability to uncover insights and drive business decisions with clean and reliable data processing

Soft Skills

- Strong communication and problem-solving skills.
- Eager to continuously learn and improve.
- Goal-oriented and multi-tasker person
- Statistical analysis skills.

Job Skills

- Proficient in Python (Pandas, NumPy, Seaborn, Matplotlib, Plotly), SQL, Power BI, and Excel (Pivot Tables, Power Query, DAX).
- Data Analysis: Data preparation, cleaning, and analysis using Python and Power Query.
- Database Management: MySQL.
- Data Visualization: Creating dashboards using Excel and Power BI.

Experience

Data Analyst – Freelance Projects

- Analyzed datasets to uncover insights, improving decision-making. Developed interactive dashboards using Power BI.
- Built SQL queries to extract data from relational databases.
- Cleaned and transformed raw data by Python and Power Query, ensuring accuracy and reliability for key reports., improving reporting accuracy (ETL processes).
- Designed and presented visual reports using Power BI and Excel.
- Delivered insights that increased sales conversion.

Customer Happiness Executive – Dubai Electricity and Water Authority (DEWA) **Jan 2022 till now**

Used Tools: (SAP, Teams, Avaya and MS Outlook)

- Helping all types of customers (consumers-contractors-suppliers) to solve their problems with the services that company providing it after checked their documents in accordance with the Authority's rules and policies.
- Handling customers complaints, providing timely solutions and alternatives to reaching a compromise between customer needs and the Authority's policies.

Customer Service Representative – Talabat **Jan 2019 - Oct 2021**

Used Tools: (Salesforce, BackOffice application, Zoiper, MS Outlook and Zoom)

- Helping Talabat customers (at different seven Arab countries) to solve their problems with restaurants in such cases (delayed orders, missing items, bad food quality, etc...).
- Promptly addressing concerns between customers and Talabat drivers.
- Promoted within 18 months from CSR agent to team leader due to my strong performance and organizational impact.
- Trained, mentored all new staff and documented their performance.
- Contact and handle the angry customers who asked to escalate their problems or request callback from responsible manager because of a major problem.

Certifications

- Data Analytics Certificate – Keymaster British Institute.
- Python & SQL diploma for Data Analysis – Agartha Academy Certificate.
- Data Analysis Diploma in Excel and Power BI – Institute of Management Professional.
- Advanced Excel Certificate – Mr. Excel Online Courses.

Education

- Relevant Courses in Data Analysis.
- Bachelor of Languages and Translation (Spanish & English) – October 6 University-EGYPT.
2013 –2017

Languages

- Arabic: Native
- English: Advanced