Muzamil Hussain

Data Science | Analytics & Automation | Transformation | Internal Audit and Operation & Sale

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WHY Muzamil?

Business Analytics & Transformation professional with 8+ years of experience across Telecom and Oil & Gas, supporting Internal Audit, Operations, Sales, and Supply Chain functions. I deliver analytics, dashboards, and automation that improve operational efficiency, risk visibility, customer insights, and inventory governance, using Power BI, Power App, Power Automate, n8n, Python, SQL, and SAP to convert data into actionable business decisions.

👉 **My Development Portfolio on GitHub:** https://github.com/muzamilhussain512
👉 **My Data Analytics:** linkedin.com/in/muzamil-hussain-data-scientist/details/projects/

KEY SKILLS

Technical Skills: Analytic and Research, Data Visualization, Statistical Analysis, Dataset preparation, Data Cleaning and Preprocessing, Data Analysis, Data Modeling, ETL & EDA, Deep Learning & Predictive Modelling, Web & mobile Application Development, UI & UX Designing, Debugging and Testing, Software Development Life Cycle, ITGC, SODs and IT compliance

Tools/Technologies: Power bi, Power App, Powe Automate, SQL, Ms Excel, Power Query, SAP, Python & Java, Jupiter Notebook & Anaconda, Maximo, Nokia Motive & CRM, TensorFlow, Kera's & PyTorch, Pandas & NumPy, Sklearn, Matplotlib & Seaborn, Android Studio & Google Firebase, Git/GitHub, Microsoft Office Suite

Soft Skills: Project Management, Process Improvement, Teamwork, Problem-Solving, Cross-Functional Collaboration, Continuous Learning, Adaptability, Deliver Results, Stakeholder Management, Leadership.

WORK EXPERIENCE

OGDCL (Oil & Gas) – Internal Audit   *April 2025 – Present*
Manager Advisory - Analytics & Automation

- Lead and manage automation and data analytics initiatives across Internal Audit activities
  Design and implement continuous auditing frameworks and Dashboards.
- Led data cleansing initiatives to improve data accuracy and consistency across key operational datasets.
- Developed an Audit Management App for monitoring audit progress and overall tracking.
- Designed and implemented an Audit Dashboard to track audit programs and monitor observation follow-ups.
- Applied predictive and statistical analytics to identify anomalies, control gaps, duplicate vendor payments, and risk trends.
- Input validation and General Control Testing and SODs.
- Performed data analytics on oil production and dispatch data to identify trends, monitor performance, and support management decision-making.
- Collaborated with multiple stakeholders to gather requirements and deliver insights through analytics.
- Supported internal audit teams by applying data analytics techniques to uncover control gaps and inefficiencies during audit programs.
- Advised on the digitization of manual processes, streamlining workflows and improving efficiency.
- Apply advanced analytics techniques to proactively identify and address risk areas

PTCL & Ufone (Etisalat e& UAE) - Business Ops *Jul 2021 – April 2025*
Manager Operation & Data Analytics
PTCL Group FueL Graduate (Future Leadership 2022-2023)

- Led end-to-end data analytics for customer, sales, inventory, and operational KPIs using Python, SQL, SAP and BI tools.
- Efficient management of resources and inventory using SAP.
- Designed and implemented monthly KPIs tracking reports and dashboard.
- Strategically served and analyzed the needs of over 8500+ customers to enhance service delivery, resulting in improved customer satisfaction and retention rates (20% increase in customer base).
- Planning for network transformation from copper to GPON (7K+ ODNs) using ArcMap and ArcGIS.
- Led a 53-member operations team, aligning performance targets, KPIs and analytics insights.
- Managed day-to-day office operations efficiently using the MS Office suite.
- Proven project management expertise: Orchestrated different annual projects, from inception to completion, through meticulous planning, resource allocation, and vigilant monitoring for on- time, within-budget delivery.
- Maintained all services KPIS (Copper: MTTR<18%, Repeat<20%, Denial<5% || FF: MTTR<11%, Repeat<9%, Denial<4%) under control and collaborated with Data Analytics and various supporting departments to expedite problem resolution and enhance service delivery efficiency.
- Implemented efficient process optimization and analysis strategies in operations to enhance customer experiences and satisfaction.

PTCL & Ufone (Etisalat e& UAE) - Business Ops *Dec 2016 – Jul 2021*
Assistant Manager (Business Operations & Analytics)

- Led 35+ Business Operations & Sales members team, delivering high-quality services to 9K+ customers and exceeding sales targets by 150% during Covid-19 using digital channels, Sales Analytics & CRM.
- Achieved 15% revenue growth through data-driven marketing campaigns and successful migration of customers to higher data rate.
- Improved customer retention by 10%, DSL revenue by 15%, and smart TV revenue by 15% using data-driven customer experience initiatives and monitoring using SQL, Python & MS Excel.
- Implemented efficient process optimization and analysis strategies in operations to enhance customer experiences and satisfaction

Tech Valley (Abbottabad, PK)- Application development *Aug 2016 – Dec 2016*
Team Lead & Instructor (Development)

- Utilized Java, web services, Google Firebase, and Stack Overflow in conjunction with Android Studio for app development and debugging.
- Worked on and mentored various projects with students for their Android App development, including applications such as ChatApp, TextScanner, Call Blocker, and eBazar.
- Collaborated with senior developers to conduct rigorous testing and debugging of Android applications, ensuring their reliability and functionality.

AWARDS & ACHIEVEMENTS

- ✓ **Microsoft Certified**: Power BI Data Analyst Associate (PL-300). ([verify](#))
- ✓ **FueL** (Future Leadership 2022-2023) program participant at PTCL, enhancing leadership skills.
- ✓ **Co-founder** of DE-Cafe Abbottabad and Founder of iTech Kohat and Education Network UET Peshawar.
- ✓ Participated in **SUPARCO ACADEMIA COLLABORATION PROGRAM** UET Peshawar
- ✓ Achieved **3rd position in Udemy Learning CUP** challenge at PTCL.
- ✓ Volunteer at **Razakar PTCL**.
- ✓ **35+ certifications** completed on Udemy & LinkedIn.
- ✓ Completed **IBM Data Science Professional Certification** on Coursera. (Credly Link to [verify certificate](#))

EDUCATION, TRAINING, COURSES & CERTIFICATIONS

- ✓ *Master of Science – Data Science –* KUST Kohat, KPK   (2018-2023)
  - Customer Churn Prediction Using DNN And Xgboost: A Case Study

- ✓ *FueL Graduate – Leadership & Management –* LUMS Lahore, Punjab   (2022-2023)
  - Leading Teams for Strategic Change, Operational Excellence. Strategic Financial Management, Marketing & Branding in the Digital Age. Customer Focus in Service Industry

- ✓ *Bachelor of Science – Computer Science –* UET Peshawar, KPK   (2012-2016)
  - PrayCalm App (Android sensor-based Prayer activity detection app)