Contact

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www.linkedin.com/in/
nushrateahmed (LinkedIn)
github.com/nahmed202/Project-
Data (Portfolio)

Top Skills

Service Desk
WordPress
WordPress Design

Languages

Bangali
Hindi
Urdu
English

Certifications

Microsoft Certified: Azure Data
Fundamentals

AWS Certified Database – Specialty

Microsoft Certified: Azure
Administrator Associate

CompTIA Project+

Analyzing and Visualizing Data with
Microsoft Power BI

Honors-Awards

Advanced Information Technology
Diploma

Bachelor's in Information Technology

Summary

I am an accomplished Data Analyst with three years of extensive experience analyzing and interpreting complex data sets to drive informed and strategic business decisions. My analytical skills complement my background as a proficient Web Developer, where I have honed my expertise in Project Management, Customer Service, Microsoft Office, Leadership, and Collaborative Teamwork.

I hold a Bachelor's degree in Information Technology, enriched by a minor in Psychology. My academic journey has been marked by a dual concentration in Multimedia/Web Development and Database Management, equipping me with a robust and versatile skill set.

Throughout my career, I have demonstrated a strong ability to manage and execute projects efficiently, deliver exceptional customer service, and lead teams toward achieving organizational goals. I can utilize data to uncover insights, streamline processes, and enhance operational efficiency.

I am currently seeking opportunities to further develop my skills and make a meaningful contribution to an innovative and forward-thinking organization. My goal is to leverage my analytical and technical expertise to drive impactful results and foster continuous growth.

Experience

Brightech
Data Analyst
January 2024 - Present (7 months)
Manassas, VA

Revolutionized Data Processes: Led the creation of automated ETL scripts, achieving a 50% reduction in manual data entry and significantly enhancing operational efficiency. These improvements streamlined workflows, saving valuable time and resources.

Insight-Driven Analysis: Expertly utilized SQL and R to conduct comprehensive analyses on large datasets. This analysis unveiled critical insights that directly contributed to a 10% increase in campaign effectiveness, driving better strategic decisions and outcomes.

Engaged in Data Visualization: Played an instrumental role in designing and developing an advanced data visualization tool. This innovation resulted in a 15% boost in stakeholder engagement and understanding of complex data insights, facilitating more informed decision-making.

Streamlined ETL Pipeline Development: Actively contributed to the design and optimization of robust ETL pipelines. These efforts ensured seamless data integration, significantly improving data quality and accuracy, and enhancing the overall reliability of data-driven processes.

U.S. Department of the Treasury
Junior Desktop Technician
October 2023 - Present (10 months)
Washington DC-Baltimore Area

Managed service requests, escalating as appropriate and ensuring timely resolution.

Achieved first call resolution (FCR) for common technical issues, enhancing user satisfaction.

Recorded and tracked incidents in ServiceNow, escalating to Tier 2 support when necessary.

Facilitated account management by modifying profiles, setting up accounts, and managing distribution lists, security groups, and email contacts.

Created and updated technical documentation and standard operating procedures.

PoriJewels
Private Business Owner
January 2021 - Present (3 years 7 months)
Woodbridge, Virginia, United States

Export traditional jewelry from private vendor overseas and showcase them to Instagram followers. Take photos of jewelry and post on business page. Business initially began with 5 followers and over the course of 5 months, grew to 1700 followers. Promotions were given through giveaway prices and discount sales to gain customer attention. Keep track of 100-200 orders per week via google spreadsheet from virtual customers. Pack and ship orders weekly. Communicate with customers from different states regrading placing new orders, and current order status. Manage personal inventory via

spreadsheet and maintain communication with customers and consult about personalized products and new orders

ServiceNow
Junior Data Analyst
January 2022 - June 2024 (2 years 6 months)
Springfield, Virginia, United States

Collaborated closely with project managers to comprehend and focus on their analytics requirements, including key performance indicators and metrics, and provided relevant decision-makers with actionable insights.
Analyzed data proactively to find answers to important issues. Paid attention to what drives business success and look into and share the areas that require productivity and efficiency improvements.
Used data interpretation and analysis, to create and manage dynamic, rich visuals that include reporting elements derived from many data sources.
Defined and practiced the logic for data collecting and integration, and chose the right tools and methods from the specified technology stack to guarantee the best possible scalability and performance of the finished product.
Created and managed databases by gathering information from primary and secondary sources.
Wrote scripts that improved the flexibility and scalability of data evaluation procedures for different datasets.

Consumer Financial Protection Bureau
Service Desk Specialist
March 2023 - July 2023 (5 months)
Washington, District of Columbia, United States

Provided technical support (telephone, deskside, remote) to users in the areas of Consumer Financial Protection Bureau (CFPB) authorized Hardware (HD), PC operating systems (Microsoft Windows and MacOS), email, standard desktop applications, printers, smartphones, and other standard CFPB managed tools, HW, and peripherals
Applied basic understanding of the CFPB technical environment, including applications, operating systems, machine configurations, and networked devices
Answered, evaluated, and prioritized incoming telephone, voice mail, e-mail and in-person requests for assistance from users experiencing problems with hardware, software, networking and other computer-related technologies
Handled problem recognition, research, isolation, resolution and follow-up routine user problems, referring more complex problems to supervisor or

higher-level technical staff Acquired and maintained a highly competent level of knowledge on relevant products, current support policies, and methods of support delivery

Kept track of individual ticket assignments and ensure that customer issues have been addressed and resolved to their satisfaction

Resolved service requests by individually troubleshooting and addressing user issues on ServiceNow.

US Department of Agriculture (USDA) Agricultural Research Service (ARS)
Junior Data Migration Specialist
January 2022 - January 2023 (1 year 1 month)
Washington DC-Baltimore Area

Collaborated with clients and internal teams to assess their existing infrastructure and applications for migration using Azure.

Developed comprehensive migration strategies and plans, considering factors such as security, scalability, performance, and cost optimization.

Executed end-to-end migration projects, including discovery, assessment, planning, testing, and deployment.

Utilized Azure migration tools and services to efficiently migrate applications, databases, and workloads to Azure.

Ensured the successful integration of migrated systems with Azure services and resources.

Maintained a database of records for data migration tracking and reference via Sharepoint site.

Private Tutor
Private Tutor
August 2020 - November 2021 (1 year 4 months)
Woodbridge, Virginia, United States

Effectively tutored college students in Law, Chemistry, Biology, Information Technology, Business Management, Algebra, Trigonometry, English Literature, Music, and basic college introductory courses. Assisted them with their term papers and exam preparations when needed.

Guided them towards their career path as well as teach them effective time management skills.

C2 Educational Centers
Director's Assistant/Instructor
December 2014 - June 2020 (5 years 7 months)
14011 Noblewood Plaza, Woodbridge, VA 22193

Developed an organization system through file organization and database creation to better organize client files, communicated changes to other team members and provided training to other leaders on how to use computer systems.

Managed site budget as well keeping site inventory up to date. Spoke with prospective customers about purchasing test brochures and other services that could be provided and answered customer inquiries.

Remained flexible as a substitute tutor as required to students ranging in ages 8 – 18.

Maintained contact with approximately 100 prospective students per week and over 75 students throughout their admission process and served as the point of contact for students interested in transferring or changing their personalized program.

Provided administrative support to the Center Director, directed phone calls, and scheduled appointments as needed.

Prince William County Public Schools
Substitute Teacher
January 2018 - February 2020 (2 years 2 months)
Prince William County, Virginia, United States

Reviewed all lesson plans, duties, and schedules left by absent teachers and maintained all procedures of the school and classroom while on school grounds.

Responsible for any student interaction inside the classroom and teaching outlined lesson plans left by the absent teacher.

Recorded attendance for about roughly 10 – 12 classes per week. Work with individual students and small groups on assignments.

Reviewed student work, including objective test materials.

Assisted in the supervision of students on the playground and during any school-sponsored activity occurring during the school day.

At the end of an assignment, completed an evaluation and checked out with authorized personnel.

Virginia Workforce Center
Call Center Representative Intern
June 2012 - September 2012 (4 months)
13370 Minnieville Rd, Woodbridge, VA 22192

Assisted customer calls and provided accurate, satisfactory answers to their queries and concerns.

De-escalated situations involving dissatisfied customers, offering patient assistance and support.
Called clients and customers to inform them about the company's new products, services, and policies.
Guided callers through troubleshooting, navigating the company site, or using the products or services.
Reviewed customer or client accounts, providing updates and information about billing, shipping, warranties, and other account items.
Collaborated with other call center professionals to improve customer service.
Helped to train new employees and inform them about the company's customer management policies.

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Education

George Mason University
Bachelor's Degree, Information Technology · (August 2016 - May 2021)

Northern Virginia Community College
Associate's Degree, General Studies AS · (2013 - 2016)

Forest Park High School
High School, Information Technology · (2009 - 2013)