

Sudan Yoga

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EDUCATION

College De Paris	Paris , France
Master of Science in Data Science	Graduation Date: Apr 2024
Careerera	Online , Singapore
Post Graduate Program in Data Science	Graduation Date: Feb 2022
Sikkim Manipal University	Manama , Bahrain
Diploma in Information Technology	Graduation Date: Jul 2013
Ibn Al Hytham School	Manama , Bahrain
High School / AS	Graduation Date: Apr 2012

WORK EXPERIENCE

Travelex	Seef , Bahrain
Sales Consultant	May 2013 - Apr 2024
• Achieved a 15% increase in revenue by prospecting, presenting, and closing deals for finance products and services to clients, exceeding quarterly sales targets by 20%.	
• Implemented a customer service training program for the sales team, resulting in a 95% satisfaction rating from clients and a 10% decrease in customer complaints.	
• Utilized data analytics to identify top-performing finance products and services, leading to a focus on these offerings which resulted in a 25% increase in cross-selling opportunities.	
• Implemented a CRM system to track customer interactions, leading to a 20% increase in cross-selling finance products and services to existing clients.	
• Negotiated favorable pricing agreements with key vendors, resulting in a cost savings of 10% on finance products sold to B2B clients.	
Batelco (Bahrain Telecommunications Company)	Hamala , Bahrain
Sales Reprehensive	Apr 2012 - Apr 2013
• Utilized market research to identify new product opportunities and successfully launched three new telecommunications services tailored to B2B needs, generating an additional \$1M in annual revenue.	
• Implemented personalized follow-up strategies with clients, leading to a 10% increase in customer retention rates and a 5% growth in sales revenue.	
• Streamlined customer support processes, resulting in a 20% decrease in response time and a 15% increase in customer satisfaction ratings.	
• Improved customer satisfaction by 15% through active listening, problem-solving, and providing personalized solutions for each customer inquiry.	
• Resolved an average of 50 help desk tickets per day, maintaining a 95% resolution rate and ensuring timely responses to customer inquiries.	

PROJECT EXPERIENCE

Cybersmarties	Ireland
Data Analyst	Nov 2023 - Apr 2024
• Conducted data analysis to extract insights and identify trends from textual data.	
• Utilized statistical methods and tools to interpret complex datasets and provide actionable recommendations.	
• Collaborated with cross-functional teams to define project requirements and ensure alignment with business goals.	
• Developed and maintained dashboards and reports to monitor the performance of the text identification system.	

- Implemented data validation and quality assurance processes to ensure accuracy and reliability of the portal.
- Enhanced data collection procedures to include relevant information for building analytical systems.
- Conducted exploratory data analysis (EDA) to identify key patterns and relationships within the data.
- Stayed updated with industry trends and best practices in data analysis and machine learning.

SNVA **India**

Data Analyst

Sep 2021 - Mar 2022

- Analyzed HR data to uncover trends and insights related to employee performance, retention, and engagement.
- Utilized data visualization tools to create intuitive dashboards and reports for HR stakeholders.
- Applied statistical analysis and predictive modeling techniques to forecast HR trends and inform strategic decisions.
- Collaborated with HR teams to gather requirements and ensure the analytical solution addressed key business needs.
- Conducted data cleaning and preprocessing to ensure high-quality and reliable HR data.
- Automated data collection and reporting processes to streamline HR analytics workflows.
- Provided actionable recommendations based on data insights to improve HR policies and practices.
- Developed metrics and KPIs to measure the effectiveness of HR initiatives and programs.
- Presented data findings to HR leadership, translating complex data into clear and impactful narratives.

LEADERSHIP EXPERIENCE

Travelex

Seef , Bahrain

Interim Retail Team Leader / Team Manager

Aug 2018 - Apr 2024

- Led and managed a team of 5 retail branches across the country, overseeing a total of 20 employees.
- Coordinated branch operations to ensure consistent performance and adherence to company standards
- Implemented effective sales strategies to achieve and exceed branch sales targets.
- Provided coaching and development opportunities to team members to enhance their skills and performance.
- Conducted regular performance reviews and provided constructive feedback to employees.
- Ensured excellent customer service standards were maintained across all branches.
- Monitored inventory levels and coordinated with suppliers to maintain optimal stock levels.
- Resolved customer complaints and issues promptly to ensure customer satisfaction.
- Developed and implemented marketing and promotional initiatives to drive foot traffic and sales.

Travelex

Seef , Bahrain

Support Trainer

Nov 2016 - May 2018

- Conducted comprehensive induction training for new sales consultants, ensuring a smooth onboarding process.
- Delivered training sessions on Anti-Money Laundering (AML) compliance, ensuring adherence to regulatory requirements.
- Developed and implemented training materials, including manuals, presentations, and interactive modules.
- Facilitated engaging and informative training sessions to enhance knowledge and skills of sales consultants.
- Evaluated trainees' understanding and retention of AML compliance processes through assessments and feedback.
- Provided ongoing support and coaching to sales consultants to reinforce training and address any knowledge gaps.
- Collaborated with the compliance team to ensure training content was up-to-date with the latest regulations and standards.

SKILLS

Microsoft Office , Programming Languages , Data Analysis , SQL , Leadership and Team Motivation , Customer Relationship Management , Upselling and Cross-selling Techniques , Sales and Customer Service , B2B , Strong

Skills: Analytical Skills , Handling Challenging Situations Tactfully , Developing and Implementing Sales Strategies , Identifying and Capturing Market Insights , Creating Compelling Sales Presentations and Seminars , Customer-Centric Mindset , Machine Learning and Predictive Modeling