SHABBIR HUSSAIN

Data Analyst

PERSONAL DETAILS

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🏠 Al Ghurair Building 133, Near Al Muraqabat, Deira, Dubai.

📇 **Visa Status: Visit Visa**

🌐 Nationality: Pakistani

⚭ Marital Status: Single

PROFESSIONAL SUMMARY

Telecom professional with seven years of diversified experience. Have thorough understanding of Billing systems, corporate systems, transactional systems and telecom network with capability of data mining and understanding of business operations and analytics tools for effective analysis of data.

EXPERTISE

- Teradata, SQL & SSIS
- Data Mining & Data Analysis
- Excel Dashboard Development
- Data Visualization, Visual Analytics
- BI, Architecture and Management
- Knowledge of Tableau & MicroStrategy

CERTIFICATES

- BIG DATA certification Hive, Pig and Hadoop Streaming and HDFS.
- Online Certification "Excel Charts & Graphs" from Udemy.
- Certification on Data Visualization
- One Day certification on "MS Excel

EXPERIENCE

Executive - Reporting & Analysis | UFONE (PTML)

October 2014 – Till Date
Roles & Responsibilities:
- Providing expertise in data storage structures, data mining & data cleansing.
- Translating numbers and facts to inform strategic business decisions.
- Producing useful & valuable insight from various raw data sources.
- Proposed solutions to improve system efficiencies and reduce total expenses.
- Execute reports according to SLAs (Service level agreement).
- Visualizes data insights and presents them in tables and sheets.
- Proposed solutions to improve system efficiencies and reduce total expenses.
- Maintaining system protocols by writing and updating procedures.
- Prepare technical reports by collecting, analyzing and summarizing information and trends
- Analyzing data to draw business-relevant conclusions and in data visualization techniques and tools.

Additional Tasks & Adhoc Requests:
- Reviewing SOPs of Team in accordance with ISO standards.
- Timely response to Adhoc requests related to need of data regarding NBA, campaigns, sales and revenue.
- ETL validation, SQL scripting, process automation
- Presentations and VOC requirements.

Customer Services Representative | UFONE (PTML)

April 2012 – October 2014
Roles & Responsibilities:
- To remain as basic point of contact for customers with queries, complaints, requests, etc.
- Ensuring timely and professional responses to all complaints, requests and queries received enabling satisfaction of customer.
- Strong follow up of all logged complaints and requests with the relevant department.
- Make outbound calls to businesses or private individuals, describe products and services, respond to question, identify and overcome objections.

EDUCATION

Master in Business Administration (MBA)
Preston University (Islamabad)
May 2015

Bachelors of Commerce (B. Com)
F.G Post Graduate College of Commerce H-8/4 (Islamabad)
June 2012