



Mohamed Elayech Gharghari

SR Business Analyst



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Mohamed El Ayech Gharghari

Experienced data analyst with over 5 years of expertise in quantitative and qualitative data analysis to drive strategic decision-making. Proficient in using advanced analytical tools to extract, clean, and interpret complex datasets. Skilled at transforming raw data into actionable insights that enhance performance and foster innovation. Passionate about identifying hidden trends to support organizational growth and efficiency. Proven communication and collaboration skills to work effectively within multidisciplinary teams

Experience

Reporting & Insights Team Leader Concentrix

2024-2025

- Currently I'm the lead of the Reporting & Insights team to drive data analytics across multiple departments.
- Developed comprehensive reporting frameworks to support strategic initiatives.
- Mentored and trained team members, enhancing their analytical skills and career development.
- Collaborated with senior management to align data insights with business objectives and strategies.

SR Reporting Analyst Concentrix

2022-2024

- Progressed to a SR Reporting Analyst with ByteDance, the parent company of TikTok, since 2022, focusing on leveraging data to drive customer engagement and corporate strategy:
- Collaborate with product, operation, training, and quality teams to integrate data insights into strategic plans.
- Developed and maintained dashboards to track KPIs and measure the success of various initiatives.
- Use of predictive analytics to anticipate trends and avoid any impact on the performance and efficiency of content drivers

Reporting Analyst Concentrix -HP

2019-2022

Progressed into a Reporting Analyst role at HP (2019-2022), where I delivered data-driven reports that informed strategic decisions.

- I developed advanced data visualization techniques to facilitate understanding of complex data.
- I conducted data quality audits and improved data collection methodologies, increasing accuracy by around 15%.

Analyst WFM

2015-2019

Convergys -Bell Canada

- Optimized workforce scheduling using data-driven analysis, resulting in an exceptional increase in operational efficiency.
- Led the implementation of new tools for workforce management, enhancing team productivity.
- Analyzed workforce data to identify trends and make actionable recommendations for resource allocation

Real Time Analyst

2010-2015

Stream -SFR

- Monitored and managed real-time data to ensure optimal performance in operations.
- Developed strategies to improve efficiency and address operational challenges in real time.
- Collaborated with cross-functional teams to implement solutions and improve workflow.
- Provided real-time reports and insights to support decision-making processes.

Education

ISSET'COM

- Senior Telecommunications Technician

2006 - 2009

Skills & Tools

- Microsoft Excel
- Microsoft Power BI
- Nice IEX & WFM tools

- Problem Solving
- Analytical and Research Skills
- Data modeling & Visualization

Language

- French : Fluent

- English : B2