

Ziad Ahmed

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☰ SUMMARY

Results-oriented Senior Data Analyst with 3+ years of expertise in SQL, Python, Power BI, and Data Warehousing. Proven ability to transform complex datasets into actionable insights, enhancing operational efficiency by 15% and customer satisfaction by 20%.

📁 PROFESSIONAL EXPERIENCE

Senior Data Analyst

Vodafone Egypt

08/2023 – present
Cairo, Egypt

- Drive cross-departmental collaboration to generate insightful reports, empowering customer care management to make data-driven decisions on client feedback.
- Spearhead collaborative sessions with key stakeholders to uncover hidden insights from business metrics, building intricate data models that boost operational efficiency by 10%.
- Champion the delivery of accurate and timely customer care KPI reports with thorough analysis and recommendations, reducing decision-making time and making a data-driven decision.
- Craft compelling periodic and ad-hoc reports, ensuring data quality of over 95%.
- Automate report generation processes to streamline workflows.
- Deliver tailored reports and analyses to meet the evolving needs of departments and stakeholders.
- Quantify the impact of customer care digital projects through impactful reports and impact analysis.

Data Analytics Instructor (part-time)

Machinfy

10/2024 – present
Cairo, Egypt

- Develop and deliver high-impact data analysis content for weekly sessions on Statistics, Excel, SQL, Database, Python, and Power BI, engaging over 20 students per cohort and aligning materials with current industry standards.
- Provide live, hands-on troubleshooting, addressing and resolving up to 100% of student errors and issues across all covered topics to enhance learning outcomes.
- Design and assign practical tasks for each module, achieving a 90%+ task completion rate among students and reinforcing comprehension.
- Conduct business-oriented sessions and use cases connecting technical skills with real-world applications, facilitating a 60%+ improvement in student ability to apply data skills to market requirements.

Data Analysis Instructor

VOCAT Academy

11/2023 – 07/2024
Beni Suef, Egypt

- Designed and implemented a comprehensive data analysis curriculum across four course rounds, incorporating SQL, Excel, Python, and foundational statistics for data cleaning, manipulation, and visualization.
- Taught approximately 20 students per cohort, employing a variety of instructional methods such as lectures, workshops, live coding sessions, and interactive exercises, achieving a 90% course completion rate.
- Developed five targeted assignments and capstone projects to evaluate students' understanding and application of data analysis techniques, resulting in an average 70% improvement in their analytical skills.
- Monitored and assessed student performance throughout the course, driving a 45% increase in overall satisfaction with the quality of instruction.

Data Analyst Intern

Information Technology Institute (ITI)

11/2022 – 03/2023
Cairo, Egypt

- Successfully completed the Data Analysis Track of the Intensive Training Program at the Ismailia Branch.
- Gained proficiency in in-demand tools and languages like SQL, Analytical SQL, PL/SQL, Python, Excel, Power BI, and introductory Machine Learning. This strong foundation provides a transferable skillset for various data analysis tasks.
- Gained practical experience working on diverse projects encompassing customer behavior, churn, product analysis, performance evaluation, sales, e-commerce, recruitment, and telecom. This experience demonstrates adaptability and the ability to apply data analysis principles in different contexts.

Reporting Analyst

NETAG

04/2022 – 11/2022

Beni Suef, Egypt

- Optimized business processes by developing and implementing a standardized set of metrics for each stage of the customer journey, which improved lead conversion rate by 15%.
- Designed and developed a tracking system so that everything can be tracked and measured for the employees (100% coverage). This improved visibility into operations and employee performance.
- Identified patterns and correlations between features by interpreting data and analyzing performance.
- Used interactive visuals and dashboards to communicate insights.
- Provided targeted results and recommended data-driven business decisions that helped the business increase revenue by +20%

Membership Experience Data Analyst

AIESEC in Egypt [↗](#)

08/2021 – 02/2022

Cairo, Egypt

- Surveyed approximately 900 members per month to gather data about the membership, resulting in a comprehensive dataset of over 10,800 data points per year.
- Verified the integrity and consistency of data by validating and cleaning it, achieving a data accuracy rate exceeding 97%.
- Categorized data into 14 different matrices based on the analysis objectives.
- Explored membership behaviors to gain an overview of the membership.
- Contributed to data driven decision-making process that led to a 20% increase in membership retention and a 30% improvement in the satisfaction score (NPS).

SKILLS

SQL

Analytical SQL | PL\SQL | SQL Tuning | Window Functions | CTEs

ETL

ETL Concepts | SSIS | SSAS | SSRS

Python

Pandas | NumPy | Matplotlib | Seaborn

Data Analytics

Data Warehousing | Data Validation | Data Cleansing | Data Transformation | Data Visualization | EDA | Data Preprocessing

Microsoft Tools

PowerBI | Excel | PowerPoint | Word | Access

EDUCATION

Bachelor of Computer Science

Beni-Suef University [↗](#)

Major: Computer Science

Grade: Very Good (H.)

09/2018 – 07/2022

Beni Suef, Egypt

PROJECTS

E-Commerce Customer Churn Analysis [↗](#)

Python, Excel, and Power BI

Analyzed telecom churn data (10,000+ rows) using regression models in Excel, achieving actionable insights with a 95% prediction accuracy.

03/2023

Online Retail RFM Analysis [↗](#)

SQL | Analytical SQL

Utilized SQL and advanced analytical functions to analyze online retail data, extracting actionable insights and performing customer segmentation using the RFM model, categorizing customers into 10 distinct segments.

02/2023

Telecom Customer Churn Analysis [↗](#)

Microsoft Excel

01/2023

Energy Supply and Electricity Production Analysis [↗](#)

Python

01/2023

Bitly USA Government User Activity Analysis [↗](#)

Python

12/2022

Movies Analysis [↗](#)

SQL

11/2022