Ahmed Abdelhay

DATA ANALYST

ahmedkhosheiy548@gmail.com +201032383131 Egypt linkedin.com/in/ahmed-aladdin-

PROFILE

Results-driven Data Analyst with a proven track record at _VOIS, transforming complex data into actionable insights using tools like SQL, Python, Qlik Sense, and GCP**.** Adept at fostering collaboration and enhancing team productivity through innovative solutions. Recognized for problem-solving skills and delivering impactful data visualizations that drive operational efficiency.

EMPLOYMENT HISTORY

Data Analyst 11/2025 – Present
_VOIS Egypt
Function as a Data Analyst responsible for the entire data lifecycle: processing, maintaining, analyzing, and presenting critical business data and archiving.

Translate complex data into actionable insights for Service Delivery Managers (SDMs) and key stakeholders through dashboards.

Excelled in Microsoft Excel for detailed reporting and modeling.

Drive operational efficiency by leveraging Power Automate and SharePoint to streamline data ingestion and workflow processes.

Ensure timely delivery of data solutions within an Agile environment, fostering strong teamwork and cross-functional collaboration.

Data Analyst (Concurrent Project) 10/2026 – 02/2027
Vodafone Portugal Remote

- **Key Project - Optimizing Qlik Sense:** Spearheading the optimization of business-critical analytics solutions, leveraging GCP and Qlik Sense to significantly reduce dashboard loading times and improve data visualizations for Customer Value Management teams.
- Engineering scalable data models and backend workflows using GCP and Qlik Sense to drive process optimization.
- Redesigning dashboard structures to improve user experience and accelerate data-driven decision-making.

Consumer Care Floorwalker & SME 07/2025 – 10/2025
_VOIS Egypt
Served as the primary Subject Matter Expert (SME) and senior resource on the floor for my teams, mentoring and guiding newly hired team members to accelerate their skill development and performance.

Managed all 'manager-level' customer escalations, taking full ownership of sensitive complaints to de-escalate conflict and negotiate favorable resolutions.

Specialized in advanced objection handling and problem-solving, successfully restoring customer confidence and retaining at-risk accounts.

Developed and implemented multiple high-impact solutions using Microsoft SharePoint and PowerApps, creating tools that significantly enhanced team productivity across the entire operation.

Coached junior staff on best practices, policy knowledge, and service excellence, fostering a high-performing and collaborative team environment.

International Account Advisor 07/2024 – 07/2025
_VOIS Egypt
Provided comprehensive, end-to-end support for Vodafone UK consumer accounts, serving as a single point of contact for billing, technical support, and account management.

Consistently ranked as a top achiever within the team and across the entire department for exceeding KPIs in customer satisfaction and performance.

Expertly managed the full spectrum of customer interactions, from technical troubleshooting and resolving complex billing discrepancies to identifying and closing sales opportunities.

Specialized in advanced objection handling and complaint resolution, successfully de-escalating sensitive issues to ensure a high-quality customer experience.

Acted as a key team player, actively collaborating with peers to achieve shared goals and maintain a high-performance, supportive environment.

EDUCATION

BSc (Hons) in Data Science & Computer Studies Present
Arab Open University — Dual Award Validated by The Open University (UK) Egypt
Pursuing a UK-accredited Honours degree on a maximum accelerated course load alongside full-time corporate employment.

Radiology Technology ASc 2025
Health Technical Institute Egypt
Studied diagnostic imaging physics and equipment (X-ray, CT, MRI), PACS/DICOM digital workflows, radiation safety protocols, and clinical patient handling.

CERTIFICATES

- Google Data Analytics Professional Certificate
- Google Advanced Data Analytics Professional Certificate

SKILLS

- SQL
- Qlik Sense
- Data Analysis
- Microsoft Office
- Data cleaning
- Problem-solving
- Power BI
- Python programming
- GCP
- Data visualization and presentations
- Data storytelling
- Data validation
- Effective Communication
- Power Automate

LANGUAGES

- Arabic
- English

COURSES

Databases and SQL for Data science with Python
IBM

Probability and Statistics: To p or not to p?
University of London

An Intuitive Introduction to Probability
University of Zurich

Preparing Data for Analysis with Microsoft Excel
Microsoft

Harnessing the Power of Data with Power BI
Microsoft

Data Analysis with R Programming
Google