

AYA AHMED

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- [LinkedIn Profile](#) | [GitHub Profile](#) - Egypt, Giza

Objectives

Graduated with a BSc in Accounting with ten years of experience including senior workforce management and Web development. Seeking a Data Analyst position where I can apply my three months of experience in DEPI Egypt in data analyses. A dedicated worker aiming to help achieve company goals, take on more responsibility and Currently enhancing data analysis skills to uncover actionable insights and drive growth.

EDUCATION

Bachelor of Commerce, Cairo University, 2009 - 2013

- Major: Accounting department faculty of commerce.
- General Grade: Good.

EXPERIENCE

Senior Workforce Management (Web Developer)

Web Data

📅 Nov/ 2018 Present 📍 Egypt, Giza

Managed and coordinated various corporate and community events

- Optimized data storage, retrieval, and analysis for workforce management, efficiency by 30%
- Architected robust database frameworks optimized for large-scale analytics, enabled real-time data insights and boosted data processing efficiency by 60%
- Stayed updated with the latest trends in database management and data science 40%
- Developed an integrated Workforce Management (WFM) site to address issues such as absence and attendance tracking and sick leave requests, and displaying tables for employees and teams 99% achieving a 75% improvement in operational efficiency, Provided technical support and resolved customer issues related to web development projects 90% using HTML, CSS, and JavaScript to create visually appealing web pages in front end and PHP, Ajax, jQuery and SQL server queries in the back end
- Created advanced SQL queries and stored procedures for insights and reports, enhancing data accuracy by 40%
- Coordinated with cross-functional teams to ensure 100% data accuracy, leading to a 25% reduction in reporting errors and a 15% improvement in decision-making speed.

Web Testing and Project Management

Self-Employed (freelance)

📅 Sep/2023 | Jul/2024 📍 Egypt, Cairo

Web and application development

- Creating Test Plans: Designing test plans to ensure all aspects of the software are tested
- Executing Manual Tests: Running tests manually to identify any issues.
- Executed comprehensive troubleshooting protocols, identifying and fixing 100 software issues, which resulted in a 35% reduction in system crashes and a 20% increase in user retention
- Overseeing Project Timelines: Keeping track of deadlines and ensuring milestones are achieved
- Collaborating with Teams: Working with different teams to make sure the project stays on track and meets its goals

Call Center Agent

National Bank of Egypt (outsource)

📅 Jan/2016 | Oct/2018 📍 Egypt, Giza

RAYA contact center

- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Assisted 19623 customers with inquiries and telephone requests.
- Explained product prices and packages, and addressed customer concerns.
- Educated customers on bank systems, form completion, and service access.

- Dealt with professional cameras, attended exhibitions and seminars, interacted with external parties, and sent quotations to destinations like Souq.com
- Provided accurate, up-to-date information to external parties through emails, phone calls and in-person interactions.
- Took detailed notes in meetings and disseminated information afterward.
- Streamlined communication regarding product pricing and packages, handling 100+ customer interactions monthly; implemented feedback mechanisms that

SKILLS

- Data Analysis: SQL Server, MySQL
- Web Development: Laravel, PHP, JavaScript, Ajax, jQuery, HTML5, CSS3, and Bootstrap
- Project Management: Project timelines, team collaboration
- Familiar with: Slack, Power BI, Python, Power Query.
- Soft Skills: Leadership, Problem solving, Multitasking, Strategic Planning.

LICENSES & CERTIFICATIONS

- Vertical Assistant AI (ALX master card) 11/ 2024
- Web Development Professional Nanodegree Program 2021
- Front End Web Developer at UDACTY. 2018
- Advanced Excel 2016
- Language and Computer Sciences Experts (Electronics Accounting) 2013
- New Generation Model (Student activity) 2013
- Money Experts Club (Cairo University) 2012
- International Computer Driving License (ICDL) 2010

KEY ACHIEVEMENTS

- Adaptability and Versatility
Demonstrated versatility by excelling in various roles, including web developer, data scientist, call center agent, and executive secretary, showcasing your ability to adapt and thrive in different environments.
- Leadership and Team Management
Provided leadership and guidance as a Senior Workforce Management Web Developer, mentoring junior developers and fostering a collaborative team environment.
- Managed a team of call center agents, enhancing their performance through effective training and support.

STRENGTHS

Strong background in both web development and workforce management, indicating versatility and the ability to handle various roles and responsibilities.

Experience and Leadership
Experience as a call center agent and executive secretary, which shows your adaptability and ability to handle different types of roles.

Personal Qualities
A proactive attitude towards learning and development.
Versatility in handling various tasks and adapting to different roles.

References

Nour Edean Fouzy : 01555560600
Beld Ezzat : 01555203862