




# NADA

# MOHAMED

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## Associate Analyst

### TECHNICAL & PROFESSIONAL ATTRIBUTES

- Software proficiency: MS Office, Advanced Excel, SPSS, Oracle10g, MS power BI, Tableau.
- Programming Languages: Python, html, php, Sql.
- Data Analysis using SPSS, Advanced Excel, MS Power BI, Tableau.
- Fluent in English (reading and writing), Arabic native Behaviors.
- Ability to make difficult decisions • Team Player • High attention to Details.



### WORK EXPERIENCE

**Customer Care – Customer Service Department**  
**August 2021 - Apr 2022**

**DANUBE HOME**

**Danube Home, Jabel Ali, Dubai, UAE** working in NHL (National Housing Loan) section.

**Key accountabilities:**

- Making out-bound calls convincing nationals emirates with Danube Home NHL offers and also handling Incoming calls.
- Answer, screen and transfer inbound phone calls to the salesmen at the showrooms.
- Working with CRM (Customer Relationship Management).

**Junior Data Analyst June 2019: December 2020**

**Freelancer Sudan-Khartoum**

- Understanding the business requirements so as to formulate the problems to solve and restrict the slice of data to be explored.
- Collecting data from various sources.
- Performing cleansing, processing, and validation on the data subject to analyze, in order to ensure its quality.
- Exploring and visualizing data.
- Performing statistical analysis and experiments to derive business insights.

**Tele marketing Research Agent, Marketing Department: April 2014 – April 2019**

**MTN, Sudan, Khartoum**



- Present, promote and sell products/services using solid arguments to existing and prospective customers.
- Understanding business objectives and designing surveys to discover prospective customers' preferences.

**Customer Service - Call Centre Agent: 2012 to 2014**

**National Electricity Corporation (NEC) and MTN Sudan - Khartoum**

- Manage large amounts of inbound and outbound calls in a timely manner
- Handling and resolving customer complaints regarding product sales to customer service problems
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Frequently attend educational seminars to improve knowledge and performance level

**IT Help Desk Technician- Call Centre Agent: 2010 to 2011**

**National Electricity Corporation (NEC) Sudan - Khartoum**

- Serve as the first point of contact for customers seeking technical assistance over the phone or email
- Perform troubleshooting using different diagnostic techniques
- Troubleshoot, diagnose, and resolve technical hardware and/or software issues



## EDUCATION

**5 Years B.Sc. Information Technology, Sudan**

جامعة النيلين

Al Neelain University



**M.Sc. Information Technology, Sudan**



University of Khartoum