

Hind Elsayed Mohammed Ali

BI and Data Analysts Expert • Sudan, Khartoum Tel • (249)-9012324-78

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SUMMARY

Data quality, business Intelligence and data analyst expert with 7 years of experience in the field. Great communicator with an excellent management and leadership to skills. Fast learner with the ability to solve complex problems quickly and efficiently in order to ensure companies are operating to the best of their abilities.

KEY ACHIEVEMENTS

- Developed AMS **Huawei** Power BI (Business Intelligence) Dashboards. Interactive Dashboard for all IT departments reflecting Key performance indicators of all the IT departments with Design , configuration and troubleshooting of power Bi dashboard .
- Working in COVID-19 Data project with (**BroadStreet** Firm in USA) Tracking spread of coronavirus and considering the relationship between race/ ethnicity and accessibility to quality healthcare and Support in the creation of local data quality dashboards supervising and visualization.
- HCIA Big Data Certified from Huawei.
- HCIA-AI Certified from Huawei.

WORK EXPERIENCE



Huawei, AMS Zain Nile Project -Sudan

Roaming and Interconnect Specialist (CBIO Ericsson).

08/2019-Present

- Dealing with international Clients and Vendors.
- Configure a new Roaming partners and **NRTRDE** agreement on CBIO Ericsson.
- Troubleshooting all rejected and damaged CDRs which have been rejected from different partner around the World.
- Follow the regulation of commercial process to align the technical steps with commercial constrains.
- Make sure the technical part and commercial part have a high level of consistency.
- Reconciliation and dispute processes between Zain network and others network partners.

- **IOT** operations and processes between Zain and different partner.
- Real-time Performance Monitoring and Threshold-based Alarms.

Huawei, AMS Zain Nile Project -Sudan

IN System Administration Specialist (CBIO Ericsson).

03/2018-07/2019

- Accountable for effective and efficient operating and maintaining of Ericsson system (CBIO).
- Review the system KPIS which may indicate to unusual behavior in the system.
- Customers support by fixing all voices and internet issues through many channels, Phone, ticketing system or direct meeting with high level of management or decision makers.
- Provisioning process and reconciliation between different parts (HLR, EMA,Billing side).
- MNP (Mobile Number Portability) dealing and support with different issue related MNP.

Huawei, AMS Zain Nile Project -Sudan

Performance Monitoring and Operation Data Analyst&Quality

01/2017-03/2018

- Monitoring and Supervise the whole network using KPIs.
- Responsible for collecting and sorting out the operation data of Huawei and Ericsson operation data flow , monitoring relevant data, finding and analyzing abnormal situations in the operation process, Responsible for maintaining a high level of data quality through rigorous analysis and auditing of all data used in reporting.
- Create interactive Dashboards using BO-ENIQ (SAP-BI) Business Object (Ericsson BI Tool), PM BI **Huawei**, U2000 **Huawei** (BI Tool) and PRS **Huawei** (BI-Tool) .
- Generating different kind of Reports to evaluate the network performance and data quality.
- Monitoring and performance all Zain network using sold Intelligence Tools (IT performance, Core Performance, Radio Performance, Transmission Performance and Capacity Performance).
- Provide data decision support for operational decisions, service directions, and strategies, and managers, and other stakeholders.

Olive Technology, Sudan

Sales Executive, and Data Sales segmentation (OpenERP System Odoo) 03/2013-06/2014

- Managing the sales process for new prospects, from initial contact through to closure.
- Dealing with customer enquiries face to face, over the phone or via email.
- Contacting prospective customers and discussing their requirements.
- Achieving all revenue targets & objectives in line with the Area Business Plan.
- Reporting business trends and area performance to the National Sales Manager.
- Developing & maintaining successful business relationships with all prospects.
- Identifying what customers want.

- Demonstrating and presenting product.
- Establishing new business.
- Reviewing sales performance .
- Negotiating contracts.
- Responsible for assigned sales targets.
- Develop new sample for clients and follow up for payment.

TECHNOLOGIES & TOOLS

Power Bi | Tableau | SAP Business Object | Word | Excel | PowerPoint |DAX Expression |SQL

SKILLS

Data Analysis | Project Management |Interpersonal Skills| Communication Skills| Leadership| Problem Solving |Analytical Thinking

EDUCATION

Master's Degree in Business Intelligence

2014, Sudan

Khartoum University, Faculty of Science and Mathematics

Bachelor of Science in Computer Science

2010, Sudan

Khartoum University, Faculty of Science and Mathematics