

AHMED AMIN

Data Analyst | Power BI, Tableau, SQL, Python, Advanced Excel

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PROFESSIONAL SUMMARY

Data Analyst with 2 years of hands-on experience analyzing complex operational datasets and turning business requirements into dashboards, reports, and action plans using Excel, Power BI, Tableau, SQL, and Python. Deliver daily and weekly data analysis and KPI reporting in production, cutting reporting time by 60% and driving a 30% performance gain through data-backed SOP recommendations. Strong in requirements gathering, stakeholder communication, and client expectation management.

CORE SKILLS

Analytics & BI: Data Analysis · Power BI · Tableau · Excel (Advanced) · SQL · Dashboard Development · Data Visualization · KPI Reporting · Data Modeling · Data Cleaning · Root Cause Analysis

Programming & AI: Python · Pandas · NumPy · Matplotlib · Seaborn · Web Scraping · Data Pipelines · GenAI · RAG · LLMs (Mistral, Ollama)

Business & Communication: Requirements Gathering & Documentation · Client Communication & Expectation Management · Stakeholder Management · Business Reporting · Process Improvement · Jira · Slack

PROFESSIONAL EXPERIENCE

Senior Quality Analyst

Nov 2025 – Present

Concentrix

Cairo, Egypt

- Own **daily and weekly data analysis** and reporting in Excel (audit and coaching attainment, critical errors, utilization planning, compliance) that feeds weekly business reviews; **cut reporting time by 60%** through automation.
- Partnered with the client on SOP improvements based on analysis of agent feedback, **improving account performance by 30%**.
- Analyze quality and performance trends to spot recurring gaps, lead root cause analysis, and turn findings into action plans across agents, team leaders, and QA workflows.
- Manage communication and expectations with internal stakeholders and client POCs: sharing insights, aligning on quality standards in calibrations, and supporting performance decisions.

AI Engineer

Sep 2024 – Nov 2024

Bitline

Remote

- Built scalable web scraping and data preprocessing pipelines in Python, **reducing data collection time by 80%** and **increasing data volume by 90%** for downstream AI tasks.
- Integrated Retrieval-Augmented Generation (RAG) systems using open-source LLMs such as Mistral via Ollama, and owned the data workflow end to end: collection, cleaning, embedding, and prompt-tuning.

Blended Account Advisor

Sep 2024 – Nov 2025

Concentrix

Cairo, Egypt

- Ranked among **top achievers for 10 consecutive months**, including top performer for a full quarter, by resolving complex cases across calls, chats, emails, and tickets.
- Flagged recurring customer pain points and process gaps from the frontline, informing quality and process improvements.

ANALYTICS PROJECTS

Call Center “Center of Excellence” Reporting Suite (Excel)

Dec 2025 – Present

Portfolio: ahmedhindy.com

Remote

- Designed and built a **multi-tab Excel reporting suite**, the account's **single source of truth**, where each tab is a standalone report: audit attainment, coaching attainment, weekly quality, compliance, audit-over-audit consistency, and D-Sat bucketing.
- Tracks 3 years of performance and roughly **250,000 calls**; used by QA and operations leaders in weekly reviews.
- Analyzed how call volume affects service quality and SLA compliance, revealing a **30% SLA drop during peak hours** and pinpointing capacity bottlenecks.

Customer Engagement Analysis (SQL & Tableau)

Sep 2025

Portfolio: [GitHub](https://github.com)

Remote

- Designed and optimized SQL pipelines using CTEs and reusable views to analyze engagement and purchase behavior of **35,000+ students**, then visualized learning, engagement, and revenue metrics in interactive Tableau dashboards.
- Turned findings into business recommendations, including low conversion in India and Nigeria and campaign timing effects, guiding marketing and localization strategy.

YouTube Top 1,000 Channels Analysis (Power BI) – Portfolio: ahmedhindy.com

Mar 2025

- Built an interactive Power BI dashboard analyzing YouTube's top 1,000 channels, covering algorithm trends, retention, and globalization effects.

EDUCATION

B.Sc. in Computer Science, Ain Shams University (GPA 3.2/4.0, with Honors)

2020 – 2024

CERTIFICATIONS

365 Data Science Career Tracks: Power BI Developer (2026) · Tableau Developer (2025) · Data Analyst (2025)

Virtual Internships: Data Analytics, Deloitte Australia (2025) · Data Science, British Airways (2025)