

HISHAM MOHAMMED

Data Analyst

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EXPERIENCE

Data Analyst

Dubai Health

- 01/2018 Dubai, UAE
- Designed and developed interactive Power BI dashboards and custom reports to monitor donor metrics and campaign outcomes
 - Consolidated and optimized data from multiple sources for comprehensive and accurate analyses
 - Performed advanced statistical analyses (e.g., regression, factor analysis) with SPSS to uncover key trends and insights
 - Analyzed survey data to enhance donor engagement and satisfaction metrics
 - Built dynamic visualizations using Qlik Sense, transforming raw data into actionable insights
 - Established and implemented robust data cleaning and validation processes, ensuring data quality and integrity
 - Collaborated with cross-functional teams to evaluate campaign effectiveness, leading to improved performance and donor engagement

Data Analyst

Dubai Health Authority

- 05/2014 - 01/2018 Dubai, UAE
- Conducted advanced data analysis and visualization of medical test results and patient information
 - Applied statistical techniques (e.g., regression, correlation) to identify patterns and inform strategic decisions
 - Developed tailored dashboards and reports to monitor key performance indicators (KPIs) for laboratory operations
 - Partnered with medical staff to identify data needs, providing actionable insights and recommendations
 - Ensured data integrity through rigorous quality assurance processes
 - Served as a subject matter expert, mentoring team members in data analytics and visualization practices

Department Supervisor

Ikea

- 10/2008 - 01/2014 Dubai, UAE
- Supervised and managed a team of customer service and home delivery personnel, ensuring high performance and adherence to standards
 - Monitored team productivity, providing regular coaching, feedback, and training programs to enhance skills and efficiency
 - Reported operational metrics and customer feedback to senior management, driving continuous improvements
 - Streamlined coordination between customer service and home delivery teams, addressing escalated complaints promptly and professionally
 - Implemented process improvements, achieving enhanced customer satisfaction and operational efficiency
 - Demonstrated strong leadership and decision-making skills in a fast-paced, high-pressure retail environment

EDUCATION

Bachelor of Science in Business Administration & IT

Skyline University

09/2003 - 06/2006 Sharjah, UAE

SUMMARY

Experienced and results-oriented Data Analyst with expertise in business intelligence, data visualization, and statistical analysis. Proficient in leveraging advanced tools like Power BI, SPSS, and Qlik Sense to deliver actionable insights that drive operational improvements and strategic decision-making. Adept at data cleaning, stakeholder collaboration, and aligning data initiatives with organizational goals to achieve measurable success.

SKILLS

Business Intelligence		Data Integrity	
Data Quality	Data Visualization	KPI	
KPI Reporting	Power BI	Qlik	
Quality Assurance		SPSS	
Statistical Analysis		Strategic Planning	
Team Leadership		Training Programs	