

Mohamed Osman Taha

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Dubai, United Arab Emirates

Results-driven Business Intelligence Developer with a proven track record of creating reports, dashboards, and automated solutions using Power BI, ETL, SSAS, and MSBI technologies. Experienced in maintaining databases, cleaning data, and optimizing BI server performance. Skilled in technical support, customer service, and team collaboration, with a background in computer science, statistics, and a range of certifications in ITIL, Microsoft Power BI, and service desk management.

EMPLOYMENT

- **Business Intelligence Analyst**

Abdelrahman Ibnouf.co.ltd, Sudan

Jan 2021 – present

- Developed Reports and Dashboards using Power BI to visualize and analyze business data effectively.
- Updated and maintained databases and tables to ensure data accuracy and integrity.
- Automated reporting processes through the use of ETL (Extract, Transform, and Load) and SSAS (SQL Server Analysis Services) for enhanced efficiency.
- Conducted data collection, updates, and cleansing activities using Power BI to improve data quality and reliability.

- **Senior Business Intelligence Engineer (BI)**

Sudatel Telecom Group, Sudan

Aug 2015 - Oct 2019

- Created Reports and Dashboards for various business departments, enabling data-driven decision-making.
- Developed and maintained ETL packages to extract, transform, and load data from diverse sources into the data warehouse.
- Designed and optimized DWH models to improve performance and scalability.
- Proficient in MSBI Full Stack (SSIS, SSAS, SSRS, MSSQL) to deliver comprehensive BI solutions.
- Created, Administered and maintained OLAP cubes using SSAS, ensuring optimal performance and availability.
- Monitored BI servers' performance and resources to proactively identify and address issues.

- **Technical Support Engineer**

Sudatel Telecom Group, Sudan

Mar 2013 - Aug 2015

- Established SLAs and licenses between departments.
- Provided hardware and software support for laptops and desktops.
- Prepared and configured new hardware devices.
- Diagnosed and resolved network connectivity issues

- **Customer Support Representative**

Sudatel Telecom Group, Sudan

Dec 2011 – Mar 2013

- Troubleshooting USB devices and Web browsers error.
- Assist users how to use and subscribe in internet packages

- Escalation and Flow up problem complaints to a high level for advanced solving.
- **Customer Service Agent**
Sudatel Telecom Group, Sudan
Aug 2010 – Dec 2011
 - Answer and solve mobile problems for customers.
 - Responding promptly to customer inquiries.
 - Communicating and coordinating with colleagues as necessary.
 - Teaching juniors how to deal with the customer.
 - Ensure customer satisfaction and provide professional customer support.

EDUCATION

BSc in Computer Science and Statistics, University of Gezira

CERTIFICATES

- Microsoft Power BI.
- ITIL (2011) Foundation.
- Service Desk Institute (SDI®) Service Desk Analyst (SDA)
- Diploma of Big Data Analytics from (CDAC) India - C - DAC, NOIDA

SKILLS

- SQL Programming.
- Microsoft Power BI
- Python and some of R Language.
- Data Warehouse concepts and Design.
- Problem Solving Techniques.
- Leadership and key team member.
- MSBI and ETL, BI tools, T-SQL, SSIS, SSAS, and SSRS.
- Excellent working on Excel and Analysis.
- Understanding Business needed.
- Manage and monitoring servers performance.
- Excellent soft skills in Customer Service Support.

ABILITIES

- Adaptability and working under pressure
- Quick learner and adaptable to new technologies
- Effective team player with leadership capabilities
- Strong communication and interpersonal skills
- Flexible and open to change