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SUMMARY

Dedicated planning, operations and sales support analysis, professional with history of meeting organization goals utilizing consistent and organized practices, skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

EXPERIENCE

Business Data Analyst Supervisor.

J.I.T for Trading & Distribution.

October 2023 - Present - Cairo

- **Planning & Forecasting:** Plan and forecast the monthly Sell-in models, quantities and colors based on deeply analysis for sales run rate, inventory, seasonality and market acceptance.
- **Pricing and Cost Control:** Build cost structure for each shipment, monitor and control all SKUs pricing and profitability.
- **Reporting and Analysis Management:** Creating the daily sales dashboard across all JIT vendors, analyzing the sales and inventory data, sharing the key findings and insights to the top management to support them taking actions and strategic decisions.
- **Vendor Management:** Managing and following up on profitability, contracts, rebates, credit notes, claims, reporting the serials, PSI data to all JIT vendors.
- **Sales Operations Support:** Creating the monthly sales target, tracking and reporting the target achievement for JIT sales team on daily basis.

Channel Operations Manager.

Huawei Consumer Business Group.

November 2022 - September 2023 - Cairo

- **Planning and forecasting:** Creating the monthly Sell-In report to help the decision makers import the right “products, quantities, colors and channels” which are suitable for the current period based on the market insight and sales trends.
- **Channel operations:** Creating the quarterly rebate contracts, targets and KPI’s for our distributors and follow up on their weekly and monthly progress and achievements, reporting the progress to channel managers to push their channels to achieve their targets on time.
- **Target Management:** Creating the targets and KPI’s for channel managers, following up on their achievements and reporting on a weekly basis to ensure their full alignment and support them in achieving their targets.
- **Inventory Management:** Planning and replenishment of our inventory through creating a distribution plan across all Huawei retailers.
- **Sales operations support:** Following up on the purchasing orders with our account managers and the execution of the delivery with our distributors to make sure we are achieving the maximum result.
- **Analysis Management:** Creating reports and analyzing the inventory, sell-in, sell-through and sell-out insights to help the decision makers and stakeholders to take affective actions and decisions.

- Operations: Daily operation process to enhance work efficiency and effectiveness.
- Actively listening to customers, handling concerns quickly and escalating major issues to the top management.
- Responsible for communication and requirements from our RHQ.

Channel Operations Specialist.

Huawei Consumer Business Group

October 2021 - November 2022 - Cairo

- Inventory Management: Managing and replenishing the inventory through creating a distribution plan to organized retailers.
- Sales operations support: Following up on the purchasing orders with our account managers and the execution of the delivery with our distributors to make sure we are achieving the maximum result.
- Operations: Daily operation process to enhance work efficiency and effectiveness.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

Customer Service representative.

Etisalat Global Services

March 2020 - September 2021- Cairo

- Resolving customers complaints through effective communication, providing accurate and complete information to assist with inquiries and redirected customers to appropriate resources and departments when necessary.
- Providing primary customer support to internal customers.
- Maintaining customer satisfaction by addressing customer needs and resolving concerns.
- Convincing the customer to not port out our company and keep his post-paid line.
- Offering advice, offers and assistance to the customer and paying attention to special needs.

EDUCATION

- Bachelor of business administration Modern academy for computer and science
 - Cairo, Maadi -2018
 - GPA 3.4
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CERTIFICATIONS

- Monthly Hero
Huawei Consumer Business Group • July 2022
I've got the award and certificate of Huawei monthly hero because of my contribution, efforts, efficiency and effectiveness in the company.
- Excellent contributor
Huawei consumer business Group • June 2023
I've got the award and certificate of Huawei excellent contributor because of my hard work, dedication and contribution of achieving and meeting the department objectives and organization goals.

COURSEWORK

- Effective problem solving and decision making.

Coursera • 2022

- The Art of Negotiation.

Coursera • 2022

- Managing project Risks and Changes.

Coursera • 2022

- Initiating and Planning projects.

Coursera • 2022

- Power tools for advanced analysis.

Coursera • 2024

- Excel skills for Business.

Coursera • 2022

- Data challenger track.

Udacity • 2022

- English Course.

Note Courses • 2019

SKILLS

- Operations, inventory and distribution management.
 - Sales support and customer service expertise.
 - Creative problem solving and analytical skills.
 - Communication, negotiation and presentation skills.
 - Time management.
 - Planning, executing, controlling and reporting skills.
 - Flexible and Adaptable.
 - Microsoft programs (Excel, word and PowerPoint, Power bi).
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Languages

- Arabic - Native.
- English - Fluent.