

Eslam Ahmed Azmy



Cairo - Egypt

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Results-driven Data & Sales Operations Analyst with 5+ years of comprehensive experience, including a pivotal 3-year track record at Mindray, specializing in strategic forecasting and regional pipeline management. Proficient in building automated reporting ecosystems using Power BI, Tableau, and SAP (C4C, BI, IBP). Leveraging self-taught expertise in SQL and Azure to enhance data governance and streamline complex workflows. Passionate about delivering actionable, data-driven insights that optimize business operations and drive organizational growth.

Experience

MARCH 2026 TO CURRENT

BI DEVELOPER /First For Trading & Distribution (Vodafone Franchise Partner)

Mohandseen, Giza

Data & Operation Tasks:

- Follow up on the daily sales of more than 95 branches of the company.
- Create Power BI & Excel Dashboards For { Sales & Target - TNPS - Resignations – Headcount – Mystery Shopper – Complain – Products Portfolio – Senior Management Reporting – CEO & General Manager Support }
- Generate the necessary reports to follow up (Sales - Target - TNPS - Resignations - Maintenance).



APRIL 2023 TO CURRENT

Data & Sales Operation Analyst/ Mindray Middle East and Africa, CFC, New Cairo

Regional Data & Sales Operations Analyst supporting North Africa (Egypt, Libya, Sudan) & Turkey Region

Regional Decision Support Tasks:

- Implement data analytics and sales performance reporting for North Africa (Egypt, Libya, Sudan) and Turkey regions.
- Provide actionable insights to Regional General Managers and Department Heads to support strategic decisions.

Sales Pipeline Management Tasks:

- Lead weekly pipeline review meetings with executive leadership.
- Track sales opportunities and improve forecast accuracy using **SAP C4C (MSP)**.
- Monitor overdue, stagnant, and near deadline deals to enhance pipeline visibility.

Business Intelligence & Reporting Tasks:

- Develop and maintain automated **Power BI & Excel** dashboards.
- Integrate data from **SAP BI (MDP)** to monitor KPIs, sales targets, and backlog performance.
- Generate monthly and ad-hoc performance reports for senior management.

Data Governance & Master Data Tasks:

- Manage customer and distributor master data lifecycle via **SAP ERP**.
- Prevent account duplication and ensure data compliance with company standards.
- Conduct periodic data audits and execute required account modifications.

Strategic Forecasting Tasks:

- Utilize **SAP IBP** to evaluate and record sales and installation forecasts (value & volume).
- Track forecast variance and support forecasting accuracy improvement.

DMS Training & Support (Distributor Management System):

- Guided distributors on end-user registration, opportunity logging, inventory updates, and purchase order processing within the DMS.
- Collaborated with internal teams via MSP C4C system to validate and process distributor-submitted data.

Cross-Platform Reporting Tasks:

- Analyze HQ KPIs via **Tableau** reports.
- Deliver summarized performance updates via e-mails & WeChat executive groups for rapid response.

User Support & System Access Tasks:

- Manage employee system access requests and account provisioning.
- Provide onboarding and technical training for new hires on internal systems and analytical tools.

FEBRUARY 2021 TO MARCH 2023

Retail Operations Specialist/First For Trading & Distribution (Vodafone Franchise Partner)

Mohandseen, Giza



Data & Operation Tasks:

- Follow up on the daily sales of more than 80 branches of the company.
- Create Power Bi & Excel Dashboards For { Sales & Target - TNPS - Resignations – Headcount – Mystery Shopper }
- Generate the necessary reports to follow up (Sales - Target - TNPS - Resignations - Maintenance).

Employees Headcount Tasks:

- Responsibility of employees' headcount of each branch of the company.
- Follow-up transfer of employees between the company's branches.
- Follow up employee resignations and conduct an exit interview.

Human Resources Tasks:

- Vacancies announcements on many platforms (FB - Wzfne - Bayt - etc.).
 - Collect data and CVs from all platforms.
 - Screening the CVs of job applicants.
 - Coordinate and arrange appointments for job interviews between the candidates and the interviewer.
 - Follow up the hiring process for accepted candidates.
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MARCH 2020 TO FEBRUARY 2021

Retail Sales Representative /Vodafone (First for Trading & Distribution) Maadi, Cairo



- Used successful selling abilities to deliver pitches, cultivate interest in products, and meet performance targets.
 - Used POS system to complete sales and process customer transactions.
 - Interacted with customers, providing information and customer service.
 - Explained promotions and offered details to customers to increase awareness and boost sales.
 - Met and exceeded daily service quality and performance goals.
 - Completed calls and followed scripts to maintain customer experience.
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JUN 2019 TO FEBRUARY 2020

Technical Support Wizard/ Xceed Contact Center (We Account) Nasr City & Maadi, Cairo & Qena



- Lead a team of 10 to 15 trainees each month.
 - Responsibility for updating the attendance dates for trainees on the company's systems.
 - Introduce and train trainees on the company's systems and tools.
 - Teach the trainees how to receive calls and solve internet problems for customers.
 - How to start and end the call and while solving the problem in an appropriate manner of speech and tone of voice.
 - Implementation of all previous procedures to increase the excellent customer experience.
 - Follow-up the performance of trainees and raise their efficiency to meet the work need and management directives.
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- Respond calls of customers who face problems related to the fixed internet.
- Checking customers' internet and reviewing the technical condition of the lines through the company's systems.
- Raising the efficiency of the lines and solving all problems that can be solved over the phone by directing customers to take some steps while taking the appropriate steps from my side.
- Escalate technical problems that cannot be resolved over the phone to the responsible departments and follow up the case to ensure that the problem is resolved.

Education

JUNE 2016

Bachelor of Commerce / CAIRO UNIVERSITY GIZA, GIZA

ACCOUNTING AND BUSINESS MANAGEMENT



MARCH 2014

Berlitz DOKI, GIZA

ENGLISH



MARCH 2022

Job Master MAADI, CAIRO

COMPETENCY BASED INTERVIEWS (CBI)



OCTOBER 2022

Epsilon AI NASR CITY, CAIRO

CERTIFIED DATA ANALYSIS PROFESSIONAL (CDAP)



Skills

- **Technical:**
Power BI, Excel (Advanced), SQL, Tableau, Data Modeling, DAX, ETL, Data Cleaning
- **Analytics & BI:**
Sales Analysis, KPI Tracking, Forecasting, Pipeline Management, Performance Reporting
- **Systems:**
SAP ERP, SAP C4C, SAP BI, SAP IBP, CRM, DMS
- **Data Governance:**
Master Data Management, Data Quality, Data Auditing
- **Business & Operations:**
Sales Operations, Backlog & Target Tracking, Forecast Accuracy
- **Soft Skills:**
Analytical Thinking, Problem Solving, Stakeholder Management, Communication