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| Mahwish Sultana | D.O.B: 02 Dec, 1991  Marital Status: Single   |  |  | | --- | --- | | House # 50, Popular Avenue, Rahat Commercial, Phase VI, DHA, Karachi. |  | | (0092) 337-6000050 |  | | Mahwish.sultana@hotmail.com |  | |  |  | |

Considerate and results-oriented data analyst. Seeking to leverage effective planning and empathetic attitude using effective skills for generating outstanding results in my employees’ progress.

# Experience

### Sep 2024 – Currently Working

##### IDEAS By GUL AHMED

##### Officer Business Finance (Category Analyst)

Analyzing and making sales related reports, making Merchandising dashboard, forecasting future requirements. Core analysis of salt category products.

### March 2023 – Jan 2024

##### 1LINK (PVT.) LTD.

Automation of different manual excel based reports. Making dynamic Dashboards using advance excel techniques. Assisting the team in implementation of Power BI. Performing different business analytical tasks and making reports and presentations as per management requirements.

### Dec 2021 – Febuary 2023

##### United Bank Limited

##### Data Analyst

Maintain employees’ performance and records. Updating daily roster and shifts scheduling on weekly basis. Routing and preparing different analytical reports which shows performances of contact centre and employees on weekly, monthly and yearly basis and making comparison sheets of targeted scores and performance percentages against assigned targets. Organized employees’ training for MS Excel related skills enhancement. Conducting test and conducting sessions for employees’ better performances.

### Dec 2012 – January 2017

##### National Database and Registration Authority

##### Junior Executive

Managing large amount of inbound calls. Identifying customer needs finding best possible solutions and resolving the issues efficiently.

**As Team Lead:**

* Identifying customer needs finding best possible solutions and resolving the issues efficiently.
* Organized, NADRA Policies and employees’ grooming related training sessions.
* Monitored team performance on daily basis.
* Identified team gaps and conducted sessions with team
* Reviewed work of team and evaluated productivity of individuals.
* Responsible for making Daily, Weekly & Monthly M.I.S report.
* Randomly monitored team calls to improve call quality
* Coordinated with different units in order to resolve customer complaints.
* Handled service requests received from Senior Management and resolve them on high priority.
* Highlighting issues/problems/queries faced during complaint resolution to their respective managers.
* Guiding customers about complaints and complaint handling process when meet in person.
* Interact with the customers through suitable medium of communication as and when directed.

# Skills

* MS Office Proficient • Advance Excel • Google Apps Script • Python • SQL • MS Access • Power BI •Team management • Excellent time management skills • Statistical Data analytics

# Education

##### Masters Of Science – Astrophysics from University of Karachi in 2021

##### Bachelor Of Science – Physics from Federal Urdu University of Arts, Science & Technology 2017

# Certification

* CIT
* Advance Excel
* Power BI
* SQL for Data Analytics

**Activities**

Literature • Educational conservation • Art • Attending different trainings, courses & workshops.