



Mahmoud Basheti

Business Intelligence & Data Analytics

mahmoud.basheti@gmail.com

00962 77 839 1216

Amman, Jordan

12 June, 1983

linkedin.com/in/mahmoud-basheti-2322272b

Dr. William Deming once said: (In God we trust, all others must bring data). Throughout my years of experience, I have been working closely with data analytics, enabling me to cleanse, sort, model, and prepare large data sets for analysis and reports. I am capable of identifying trends, gaps, and inconsistencies in data sets. Ultimately to create dashboards and reports which can support top management with decision making.

WORK EXPERIENCE

Senior Business Data Analyst Manaseer Group

10/2018 - Present Amman - Jordan
Manaseer Industrial Complex

Achievements/Tasks

- Supporting top management with P&L and budget reports.
- Cleanse, sort, & analyze company data to reshape KPI & operations reports for most departments.
- Identify & point out gaps in CRM, and implement workaround solutions.
- Training employees: Excel / PP Presentation / ICDL

Customer Relations Manager Agency35

08/2017 - 10/2018 Amman - Jordan
Digital Marketing Agency

Achievements/Tasks

- Developing relationships with potential customers & connecting with key business owners
- Manage the agency team into daily operations
- Prepare daily, weekly, monthly management reports

CRM - Data Manager 4 Corners

08/2015 - 08/2016 Dubai - UAE
Logistics

Achievements/Tasks

- Prepare daily, weekly, and monthly reports
- Analyze sales team achievements and sales progress
- Analyze product consumption and cost / price values and margins
- Customize & generate analysis (profit & Loss) reports

EDUCATION

Information Technology - CIS University of Jordan

2002 - 2006 Amman - Jordan

Business Administration Pebble Hills University

2009 - 2010 Washington - USA

IGCSE O-Level / A-Level RAMS

1992 - 2001 Amman - Jordan

SKILLS & TOOLS

- Advanced Excel 365
- Visual Basic Application
- Power Query
- Power BI
- Tableau
- Data Cleansing
- Data Modeling
- Data Visualization
- CRM / ERP

CERTIFICATES

Visual Basic Application - Microsoft Excel (01/2020)

New Horizons

Food Hygiene (10/2016)

MRS

Restaurants PIC (11/2016)

MRS

Consumer Behavior (02/2011)

nielsen

Customer Relationship Management (10/2009)

Sanaya

Managerial & Leadership Skills (10/2009)

ICTN

WORK EXPERIENCE

Customer Relations Manager KCAL Healthy Fast Food

08/2014 - 07/2015

Dubai - UAE

Food & Beverage

Achievements/Task

- Develop wastage and sales reports
- Develop & implement customer care retention strategy yearly plan
- Manage daily complaints report

Enterprise Account Manager Orange

09/2012 - 09/2013

Amman - Jordan

Telecommunications

Achievements/Tasks

- Create sales reports and team performance reports
- Manage corporate sales accounts
- Sales prospect and new acquisitions

Customer Care Back Office Supervisor wi-tribe

02/2008 - 08/2012

Amman - Jordan

Telecommunications

Achievements/Tasks

- Leading the team in day to day operations
- Prepare team operational periodical reports
- Cash handling & Reconciliation
- Customer Cancellation and refunds

LANGUAGES

Arabic	●	●	●	●	●
English	●	●	●	●	●
Russian	●	●	○	○	○

INTERESTS

 Traveling

 Gaming

 Cooking

 Football

FREELANCE EXPERIENCE

Consultation Joury Restaurant

2017

Dubai - UAE

Food & Beverage

Tasks/Achievements

- Create food costing and food waste reports
- Create recipe calculator
- Create daily sales and customer complaints report

Data Analysis OMS

2016

Dubai - UAE

Real Estate

Tasks/Achievements

- Create sales & department KPI reports
- Cleanse and model company data

Consultation Pura Catering

2016

Dubai - UAE

Food & Beverage

Tasks/Achievements

- Recreate sales & management reports
- Create automated report simulators to assist daily operations
- Sort and cleanse customer base Data

Test Drive Hyundai

2013

Dubai - UAE