

Moamen Nasr Elsayed

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Business graduate with experience in **Customer Service** and now working as a **Real Time Analyst**, **FMVA Certified**, and I am currently focusing my career on **Business/Financial Analysis**.

EXPERIENCE

Real Time Analyst | Concentrix May 2026 – Present
CS Advisor | Concentrix Apr 2024 – Mar 2026

Skills & Tools I Use

Excel, Power BI, Dremio, Word, Access, MySQL
Pure Cloud, Sales Force, Anaconda, Tableau
Programming Languages: Python, SQL, HTML, CSS

ACTIVITIES & INTERNSHIPS

Marketing Member | IEEE AlexSB Branch
OGT Member | AIESEC Organization
Intern: Banque Misr & CIB Banque

Projects

River Account Operations & Workforce Analytics Dashboard | Power BI

Designed and deployed an end-to-end, multi-page Power BI dashboard for the River Account to monitor operational performance, capacity planning, and workforce adherence across River NA and River EU.
Tracked key volume and efficiency metrics covering overall invoice hours while measuring target attainment rates across multiple LOBs and languages. Analyzed workforce loss drivers by breaking down total shrinkage rates into planned and unplanned absences, sick leave, lateness, and technical system issues.
Built specialized operational compliance modules to track Team Leader coaching feedback, agent schedule break overages, and payroll hour reconciliations.

E-Commerce Customer & Sales Analytics | MySQL

Designed a relational database schema and wrote optimized SQL queries using JOINS, Aggregations, CTEs, and Window Functions to analyze \$10K+ in transaction data.
Calculated key metrics including Customer Lifetime Value (LTV), product category performance, and daily cumulative revenue trends.
Built customer segmentation models using CTEs and conditional logic to identify top-tier revenue drivers and regional buying patterns.

HR Analytics Dashboard | Power BI

Built an interactive Power BI report analyzing headcount, salary benchmarks, and attrition drivers across 1M+ global employee records. Modeled key HR metrics including work mode distribution, tenure vs. compensation, and performance correlation using custom DAX measures and geospatial visuals.

B2B Sales Health & Churn Dashboard | Power BI

Built a comprehensive multi-page Power BI dashboard monitoring \$9M+ in revenue, sales rep performance, and customer retention metrics across global regions (LATAM, North AM, EMEA, APAC).
Analyzed customer health scores, ticket volume, and churn risk to deliver actionable insights on account retention and partner contribution channels.
Built custom DAX measures, dynamic filtering slicers, and detailed drill-down reports to facilitate executive decision-making.

Interactive Dashboard for Fashion Group Company | Excel

Created an interactive Excel dashboard using a synthetic dataset from Kaggle.
Analyzed performance and sales data by country and state for a fashion group company from 2015 to 2018.
Employed primary pivot tables and visualization tools to extract insights and trends.

Movie Dataset correlation Analysis with Python | Anaconda

Analyzed a real movie dataset from Kaggle using Python. Explored correlations between various columns to uncover patterns and relationships.
Leveraged Python libraries including pandas, seaborn, NumPy, and matplotlib to facilitate data analysis.

Data manipulation with python | Anaconda

Cleaning & Filtering cars dataset for all car models in Asia, Europe & USA

For all projects, check my portfolio on: <https://moamennasr.github.io/portfolio>

Courses/Certifications : <https://moamennasr.github.io>