

Joseph Nicolas

Batroun, Lebanon – Mobile: +961 71 224779 – Email: josephnicolas@live.com

Freetown, Sierra Leone – Mobile: +232 77 928400

OBJECTIVE

Remarkable data analysis and high efficiency of data manipulation in order to accomplish detailed reports and fast solution for the business needs using Ms. Access/Excel (VBA), SQL, Pandas and Tableau. Significant analytical skills in consumer banking market studies and very good communication skills in sales and negotiations. Willing to give the best performance for the company in order to advance in career level and attain higher education degrees.

EDUCATION

Bachelor of Business Administration: Business Computer, June 2012

Université Saint-Esprit de Kaslik (USEK); Kaslik, Lebanon

- Outstanding Achievement in database hitting 100/100 for the first time in university history.

SKILLS / STRENGTHS

- Programming languages: C, C++, VBA, VB.Net, HTML, SQL, PSQL, Oracle, Python
- Software: Tableau, Pentaho, SQL Management Studio, Ms. Office, Photoshop
- Database design and management
- Coding and modularization
- Excellent communication skills
- Problem-solving abilities
- Outstanding diagnostic skills
- Self-motivated, creative thinker and detail oriented
- Perfect time management, fantastic team player and efficient leadership

EXPERIENCE

Data Analyst, Sep 2021 to Current

Africell Group – Freetown, Sierra Leone

- Managing master data, including creation, updates, and deletion.
- Processing confidential data and information according to guidelines.
- Preparing reports for executive leadership that identify dependencies, patterns and trends in data sets.
- Building dashboards and reports that provide the business with the insights they need to monitor and improve the business.
- Managing and designing the reporting environment, including data sources, security, and metadata.
- Assessing tests and implementing new or upgraded software and assisting with strategic decisions on new systems
- Evaluating changes and updates to source production systems.
- Providing technical expertise in data storage structures, data mining, and data cleansing.

CRM and Retail Analytics Senior Officer, May 2019 to Jul 2021

Byblos Bank Headquarters – Achrafieh, Beirut, Lebanon

- Supervised consumer banking reports before communicating them with the Managers and the higher management.

- Controlled employees KPI generation and adjusted its yearly criteria to make sure it meets with any amendments.
- Handled (un)structured data on Tableau and came up with detailed/briefed flawless conclusions that contribute in the decision making of the consumer banking department.
- Interpreted the consumer banking clients' behaviors versus branches' productivity.
- Prepared E-Banking reports and studies including transactions.
- Contributed in developing CRM for consumer banking, helped in the data manipulation and tested multiple scenarios before delivering CRM end product.

Retail Analytics and Research Officer, Dec 2016 to Apr 2019

Byblos Bank Headquarters – Achrafieh, Beirut, Lebanon

- Prepared cross selling reports and analysis for the consumer banking clients.
- Directed daily reports of the call center results.
- Cleansed huge database data and raw data.
- Prepared and accomplished yearly KPI for all consumer banking departments.
- Created automated processes for fast data analyzing and generating under Ms. Access and Ms. Excel VBA advanced coding.
- Visualized, designed and implemented call center campaigns' applications under Ms. Access and VBA.
- Trained and coached new employees in the department.

Retail Analytics and Research Junior Officer, Dec 2014 to Nov 2016

Byblos Bank Headquarters – Achrafieh, Beirut, Lebanon

- Communicated with branch managers, regional managers and head of departments and/or divisions to gather necessary information to accomplish certain studies.
- Prepared daily, weekly and monthly reports for different department including branches.
- Prepared and finalized dashboards and reports for higher management.
- Developed on-demand applications under Ms. Access for specific banking purposes.

Developer Assistance, Jun 2013 to Dec 2013

Melec SAL – Ghorfin, Jbeil, Lebanon

- Designed and analyzed database tables, reduced redundancy, created/developed procedures and functions under VBA and implemented SQL.
- Tested and debugged code by fraction, Implemented queries and reports where necessary, designed and finalized all type of forms (menus, sub-menus, queries, reports, ...)
- Created a complete end-user form in Excel using VBA and form design.

Computer Technician, Mar 2009 to Dec 2014

Freelance – Batroun, Lebanon

- Repaired laptops, installed and configured software/hardware.
- Sold Hardware and computer accessories with after sale service and complete warranty.
- Created Small businesses database projects using Ms. Access and VB.Net

Assistant Manager, Feb 2005 to Sep 2012

La Paloma – Batroun, Lebanon

- Organized accounting/financial shop affairs and handled communications and deals
- Implemented a new automated system for the shop management
- Supported clients in direct sales and after sales services
- Created a new client loyalty system for the clients

CERTIFICATIONS

Mastering Big Data Management and Analysis
Trainer: Mike Jankowski-Lorek
Formatech Lebanon, 27-Jun-2018

PERSONAL DATA

Scout member – from 1995 to 2003 – Scout du Liban – Capucins Batroun Group. Led small group of people in different occasions, participated in charity events to help poor children and contributed in organizing holiday events for elder people in infirmaries.
Member in Freediving Lebanon Center – certified freediver

LANGUAGES: Arabic (Native), English and French.