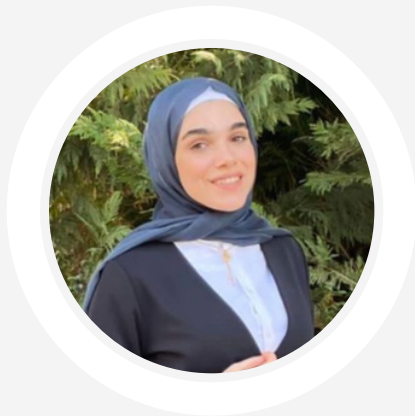


Aya Hammoudi

BUSINESS ANALYSIS & DECISION
MAKING



📍 Hadath, Beirut, Lebanon

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WORKSHOPS & CERTIFICATIONS

By USAID at AUB:

Time Management – Problem Solving
– Multimedia - Human Rights –
Entrepreneurship Skills

By Young Mediterranean Voices:

Debate training for two consecutive
months, including debate strategies
and mock debates

SKILLS

Technical Skills:

*Intermediate knowledge in using
SAP, Excel Solver, Azure,
MS PowerBI, Oracle, Conducting
surveys, Data Collection*

Computer Literacy:

*Expert in using MS Office (Word,
PowerPoint, Excel, Access)*

Soft Skills:

*Communication, Time Management,
Teamwork, Analytical thinking,
Reporting, Detail oriented*

Languages:

*Fluent in English and Arabic
(written and spoken)*

PROFILE

Hard working and motivated business analyst looking for a job in business analysis, data management, or decision systems to gain experience in the field.

EDUCATION HISTORY

Bachelor's Degree in Business Administration

Business Information & Decision System

Jan 2019 - Dec 2021

American Univeristy of Beirut

WORK EXPERIENCE

CUSTOMER EXPERINEC INTERN

Oct 2022 - Present

AZADEA

- Managed a wide range of customer service and administrative responsibilities in order to swiftly and efficiently resolve customer difficulties.
- Receiving and responding to emails and chats inquiries, via Zendesk, from corporate and enterprise customers, as well as processing orders.
- Using different information systems (SAP, Oracle, Como Sense, Checkout, Shipa) to capture data required for processing orders, forms, applications, and requests,
- Communicating effectively with suppliers, branch managers, shipping companies, and warehouse managers to assist clients with their demands
- Keeping track of client interactions, transactions, feedback, and complaints
- Practiced working on weekly, daily, and monthly reports alongside with the department's analyst.

ENUMERATOR/ DATA COLLECTION

Near East Foundation

Nov 2022 - Oct 2022

- Using phone calls to acquire financial and social data from the target audience.
- Identify and refer vulnerable persons, and security issues, and report on security trends for management support
- Provide necessary reporting inputs for monitoring and evaluation purposes.

ENUMERATOR/ DATA COLLECTION

August 2021

Acted

- Collecting quantitative and qualitative data and information from beneficiaries through conducting phone calls interviews
- Filling accurate data including all notes using Kobo.

EXTRACURRICULAR ACTIVITIES

- Volunteered with BASSMA NGO in stock management, data collection and entry, distributing aids for needy people
- Volunteered with UNICEF Lebanon in delivering psychosocial and creational activities for young Syrian refugees
- Volunteered with MMKN as a tutor for 10th school students.