

# NAHEED BEGUM

## Sr. Data Analyst

Riyadh City, Saudi Arabia • nahidanwar23@gmail.com • +966 583323595

### PROFESSIONAL SUMMARY

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Motivated and analytical professional with experience in evaluating dashboards and developing KPI reports. Certified Excel Specialist proficient in SQL, Power Bi. Excellent communicator, able to translate technical information to decision-makers.

### PROFESSIONAL EXPERIENCE

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#### WEBSTUDYZ -- Riyadh, Saudi Arabia

Sr. Data Analyst 2022-2025

- Support analysis of business and product data
- Collect, organize, and maintain data from primary and secondary sources while ensuring quality and accuracy
- Clean, prepare, and validate data sets for reliable analysis and reporting
- Prepare and maintain reports and dashboards using Excel, Power BI, or VBA
- Leverage Excel for data wrangling, reporting, and dashboard creation, and use Python for deeper statistical analysis, automation, and predictive modeling
- Build dashboards, charts, and reports that simplify data findings for both technical and non-technical audiences
- Develop and automate processes for data collection, integration, and reporting to improve efficiency
- Evaluate existing systems and recommend improvements for data handling and analysis
- Collaborate with cross-functional teams to align data-driven insights with organizational goals
- Assist in identifying trends, patterns, and data inconsistencies
- Collaborate with teams (Product, Operations, Risk, Sales) to understand data needs.
- Document data definitions, metrics, and reporting logic

#### SYKES BUSINESS SERVICES PVT. LTD. -- Hyderabad, India

Senior Associate Quality & Performance (QA) 2020-2021

- Monitor customer interactions (calls, emails, chats, tickets) for quality and compliance
- Evaluate performance against client guidelines, SOPs, SLAs, and KPIs
- Prepare daily/weekly/monthly QA reports
- Analyze trends, root causes, and recurring errors
- Track quality scores, defect rates, and improvement metrics
- Collaborate with Operations, Training, and Process teams

**TECH MAHINDRA PVT. LTD. -- Hyderabad, India**  
**Senior Associate Quality (QA) 2017-2019**

- Identify process gaps and recommend improvements
- Collaborate with Operations, Training, and Process teams
- Support Six Sigma / Lean / Kaizen initiatives (if applicable)
- Assist in updating SOPs and quality frameworks
- Flag compliance breaches and high-risk transactions
- Act as a point of contact between QA, Operations, and Clients

**24/7 PVT. LTD. -- Hyderabad, India**  
**Senior Associate Quality (QA) 2014-2017**

- Support internal and external audits
- Maintain audit trails and documentation
- Assist in refresher trainings and quality workshops
- Provide feedback to Training teams on knowledge gaps
- Support new hire quality assessments during nesting period

**EDUCATION**

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**OSMANIA UNIVERSITY HYDERABAD, INDIA**  
*Bachelor of Computer Science, Major in Computer Science; Statistics & Mathematics 2005-2008*

**ADDITIONAL INFORMATION**

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- Technical Skills: Proficiency in QA tools, CRM systems, and MS Excel, Power BI dashboards
- Certifications: International TESOL/TEFL, Advanced Excel, Power Bi, PowerPoint, Typing shorthand, IELTS band:7.5
- Transferable Iqama

**LANGUAGES**

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- Urdu, English and Telugu