

Ahmed Mohamed Ramadan

Production & Mechanical Engineer | Data Analyst | Business Intelligence Specialist

01020090717 | Cairo, Egypt | ahmed01121064395@gmail.com | [LinkedIn](#)

PROFESSIONAL SUMMARY

Final-year Industrial and Production Engineering student with hands-on experience in mechanical design, manufacturing processes, and quality assurance. Passionate about applying Lean Six Sigma principles, supply chain management, and project management concepts to real-world production challenges. Skilled in identifying inefficiencies and supporting data-driven improvements through analytical tools including Python, Power BI, and SQL. Eager to contribute to high-performance industrial environments and grow toward operational excellence in a professional setting.

PROFESSIONAL EXPERIENCE

Cold Caller / Acquisition | Real Estate – U.S. Market

Aug 2023 – Present

- Conducted outbound calls to U.S.-based property owners and prospective sellers.
- Engaged homeowners in professional conversations to identify selling intent and property details.
- Qualified leads based on motivation, timeline, and property condition.
- Handled objections confidently and followed proven U.S. real estate scripts.

Technical Support Team Leader | BDO Esnad — Vodafone Representative

May 2022 – Mar 2023

- Led a team of 19 customer service agents to deliver high-quality technical support.
- Handled DSL internet issues, including troubleshooting connectivity and performance problems.
- Monitored team performance and ensured service level targets were consistently met.
- Provided coaching and training to team members to improve technical and communication skills.

Workforce Analyst | BDO Esnad

Feb 2021 – May 2022

- Created interactive dashboards to track and analyze KPIs.
- Managed workforce planning, shift schedules, weekend coverage, and break rotations.
- Monitored employee performance, attendance, working hours, and overtime.
- Designed reports to meet regional managers' needs and support data-driven decisions.
- Created interactive dashboards to track and analyze KPIs across company branches.

EDUCATION

B.Sc. in Mechanical Engineering (Industrial & Production) —

2023 – 2027

Faculty of Engineering, Fayoum University

Grade: Very Good

Data Analysis Track — National Telecommunication Institute (NTI)

Jan 2026 – May 2026

Power BI, data modeling, visualization, and real-world business applications.

Diploma in Computer Science — Industrial Technical Institute

2021 – 2023

Algorithms, data structures, OS, networks, embedded systems, computer architecture, data science fundamentals.

CERTIFICATIONS & COURSES

- Supply Chain Management — Supply Chain Society (20 hrs)
- Lean Six Sigma Yellow Belt — 16 hrs
- Project Management — UCCD / American Chamber of Commerce, Fayoum University (40 hrs)

SKILLS

Engineering & Design Tools

- SolidWorks
- AutoCAD
- ANSYS
- REVIT
- MATLAB
- Microsoft Project

Data & Analytics Tools

- Python (Development Level)
- Power BI
- SQL Server
- Tableau
- MS Excel
- Data Warehousing

Languages:

English — Fluent (Excellent written and verbal communication)

PROJECTS

Adventure Works Sales Analysis | *Power BI, SQL*

- Transformed raw sales data into a star-schema data warehouse.
- Developed interactive dashboards with dynamic filtering, KPIs, and DAX measures for revenue, orders, and product categories.
- Analyzed 60,000+ sales records across multiple regions.