

ASEEL HAMED

PROFESSIONAL SUMMARY

- Business Intelligence Sr. Analyst & Trainer at Enova Facilities Management, adept in strategic initiative development and comprehensive software knowledge. Spearheaded data quality initiatives, enhancing KPIs and operational performance. Excelled in cross-functional team leadership and training facilitation, significantly improving service standards and operational efficiency.

EDUCATION

Bachelor of Business Administration, Management, 08/2016 to 02/2022
American University in the Emirates - UAE

Master of Business Administration, 03/2023 - Current
Lincoln Univeristy - UAE

LANGUAGES

Arabic

Native

English

Fluent

WORK HISTORY

Business intelligence- Sr. Analyst & Training, 04/2022 to 07/2024
Enova Facilities Management - Dubai, UAE

- Preparing monthly Operations performance review with line manager with recommendation to increase the KPI with clear benchmarking metrics
- Conducting Q&A sessions for potential improvements to the standard of service.
- Data Quality initiative's put in place to ensure improvements in KPI such as Manpower & other contractual SLA.
- Preparing & Excepting internal CAFM audits as per department requirement.
- Developing dashboards using Power BI data visualization.
- Assessing Cross-Functional departments with new requirement
- Management of Department Trainings, Monitoring targets along with Trainee feedbacks to assess and improve the training.
- Managing training materials (Video training, Power point presentations)

Sr.Officer CAFM, 01/2014 to 04/2022

CONTACT

Address: Dubai, UAE

Phone: +971507699780

Email: aseelhamed93@yahoo.com

LinkedIn: <https://www.linkedin.com/in/aseel-abdo-673a11142/>

SKILLS

Comprehensive [Software] knowledge

- Strategic initiative development
- SQL knowledge
- Customer service focus
- Stock control
- Stock auditing
- Training facilitation
- HRIS Technologies
- Course material design
- Report analysis
- Team leadership
- Training and Development
- Operations management
- Performance metric analysis
- Administration
- Preventative and reparative maintenance

Enova Facilities Managment - Dubai, United Arab Emirates

- Setup and Configuration Initial setup of the CAFM system, including configuring modules such as (Asset, PPM , Task Management, Inventory, Scheduled Task, Condition based Maintenance)
 - System Updates Regularly updating the system to the latest version, including patches and new features.
 - User Management license and training support for internal & external clients
 - Data Entry and Maintenance Ensuring accurate and up-to-date data entry for assets, Preventive schedules, and other key information.
 - Data measures to ensure compliance with internal requirements.
 - Integration with Other Systems coordinating the integration of the CAFM system with other software applications used within the organization such as ERP or HRIS systems.
 - Stock Management liaising with operations and cross-functional departments to insure external audits compliance.
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