

Dilawar Ali

House # C-102 Scheme # 5,
Khekeshan Clifton Block 2, Karachi – Pakistan.

OBJECTIVE: To be associated with a company, where I can utilize my skills to the fullest, gain further experience and add value to the organization as a whole.



PERSONAL INFORMATION

Born: January 4th 1993 (Karachi, Pakistan)
Citizenship: Pakistani
CNIC Number: 42301-5442107-5
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WORK HISTORY

08.2020 – PRESENT **IBEX GLOBAL (A TRG COMPANY) – THE RESOURCE GROUP**
ASSISTANT MANAGER, BUSINESS ANALYTICS

- **Client:** Western Union
 - **Industry:** Financial Services
 - **Headquarters:** Denver, Colorado, United States
 - **Department:** Enterprise Reporting & Analytics
 - **Data Tools/Technologies:** Tableau, Snowflake, Aginity Workbench using Netezza, MS Excel, Jira & Okta.
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- Coordination with Lithuania WU Team to resolve Jira requests submitted.
 - Workforce dashboard designed on Tableau Desktop, and uploaded on Tableau Server.
 - Tweaking existing SQL queries to incorporate new processes.
 - Involved in WU Project as a Lead – Self Service Initiative which requires to evaluate data sources, combinations, and possibilities across 100% of customer facing channels to provide the business with a complete understanding of the self-service experience from the customer’s point of view – Creation of a fully self-serviceable action board for users to analyze and present reliable customer experience findings relating to self-service across all customer facing channels.
 - Worked on the audit of Western Union’s data migration project from Netezza SQL to Snowflake, with migration team in India.

08.2019 – 08.2020 **EPLANET COMMUNICATIONS INC.**
SENIOR BUSINESS ANALYST

- **Clients:** Limegreen & Xaoping Jishu
 - **Industry:** Business Process Outsourcing
 - **Headquarters:** Salt Lake City, Utah, United States
 - **Department:** Management Information System & Business Intelligence
 - **Data Tools/Technologies:** Power BI, Tableau, Oracle Business Intelligence, BI In-house Portals, Google Docs, SQL & MS Excel.
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- Leading Business Intelligence and management information system (MIS) departments.

- Overlooking client billing for invoicing purposes.
- Worked on dashboards using Oracle Business Intelligence, Power BI & Tableau.
- Performance Reporting/Scorecards.
- Business Models for Profit Analysis.
- Optimization suggestive reporting and application (Business Requirement Document (BRD) preparation) for on-going business processes and portal improvements.
- Coordination with Development team to correct and enhance on-going system reporting's.
- Coordination with Internal Auditors and recommending improvement plans on findings.
- Sales Commission Business Model restructuring.
- CRM Revenue Analysis
- Weekly Client Reporting

10.2016 – 08.2019 **IBEX GLOBAL (A TRG COMPANY) – THE RESOURCE GROUP**
BUSINESS ANALYST / BACK OFFICE SPECIALIST

- **Client:** Square Trade
- **Industry:** Insurance
- **Headquarters:** San Francisco, California, United States
- **Department:** Operations & Analytics
- **Data Tools/Technologies:** Salesforce, SQL, MS Excel, JIRA & Tableau Reader.

• **Promoted to: BUSINESS ANALYST (03.2018 – 08.2019)**

- **Department:** Analytics
- Trained managers & analysts on Salesforce Reporting and Dashboards.
- Awarded Top Analytical Performer – Analytical Department Floor Recognition.
- Departmental Performance Reporting
- Productivity reporting for different departments.
- System Report & Dashboard creation (SalesForce) to cater business reporting requirements & to reflect operational summaries.
- BackOffice and eSupport Reporting Analytics – Out of SLA highlights & performance deep dives weekly/daily ADHOC reporting for intelligence gathering.
- Scorecard creations weekly/monthly for specialists and managers.

• **Previous Role: BACK OFFICE SPECIALIST (10.2016 – 03.2018)**

- **Department:** Operations
- Maintaining balance between 5 Key Performance indicators.
- Timely preparation of rates and quotes for customers and overseas agents.
- Collaborate and build relationships with customers to strengthen service competitiveness
- Communicate timely correspondence back to customers, track and resolving any issues regarding product.
- Assigned Point of Contact for multiple queues.

06. 2015 – 09.2016 **KPMG (Klynveld Peat Marwick Goerdeler) Taseer Hadi Khalid & Co**
[Staff Code: 3407]
AUDIT TRAINEE

- **Industry:** Manufacturing
- **Data Tools/Technologies:** MS Excel & eAudit

- Conducted audit test of controls & analytical procedures for the following clients:

1. The Resource Group Private Limited (June 2016)
2. ICI Pakistan Foundation Fund (June 2016)
3. United Marine Agencies (Pvt.) Ltd (April 2016)
4. Oxford University Press (April 2016)
5. BASF Chemicals and Polymers Pakistan (Pvt) Limited - (Period End 31st December 2015)
(Joint audit with KPMG Malaysia)
6. Archroma Textile Chemicals Pakistan Private Limited previous known as BASF Pakistan (Pvt) Limited- (Period End 31st December 2015)
7. K-Electric - (Period End 30th June 2015)

2010 **TALEEM SAB KEY LIYE (NGO-NIXOR COLLEGE)**
HEAD OF OPERATIONS

- **WAS INVOLVED IN:**
 Planning and controlling: This involves deciding on how the operations resources should be managed and making sure that targets and objectives are being accomplished through daily tasks.

CERTIFICATIONS (25+)

- IBM Certifications in Hadoop, Spark, Data Science, Big Data and DataOps
- Cloud Analytics Practitioner Certification, Data-Driven Marketing Practitioner Certification by Snowflake
- Hands on Essentials – Data Warehouse & Data Warehouse issued by Snowflake
- Genesys Customer Experience Insights & Genesys Cloud Routing from Genesys
- Data Literacy for All from Tableau
- Tableau & SQL from DataCamp
- Tableau for Data Science from Udemy
- Data Visualization using Tableau & SQL for Data Science from Great Learning
- Evidence and Data Collection for Problem Solving Certification from University of Leeds
- Leading Strategic Innovation Certification from Deakin University
- Big Data Analytics Certification from Griffith University
- Certified Data Analyst LinkedIn Learning

EDUCATION

2021 - 2022 **Data Science Program (6 months)**
from IU International University of Applied Sciences

2019 - 2020 **Big Data Analytics Diploma**
from IBA Karachi

- 2012 – 2017** **Chartered Accountancy (Level 1 & 2)**
from ICAP – Institute of Chartered Accountants of Pakistan.
- 2010 – 2012** **A'LEVELS – NIXOR COLLEGE/ACACIA**
▪ *Subjects: Economics, Mathematics and Accounting.*
▪ *Secured a 4GPA and Deans Honors Mention.*
- 2010** **O'LEVELS – KARACHI GRAMMAR SCHOOL**
▪ *Subjects: English Literature, English Language, Economics, Accounts, Computer Studies, Urdu, Sociology, Mathematics.*

REFERENCES

Reference No.1

Name: Ammar Baig
Designation: Business Analyst
Organization: Ibex Global – Square Trade
Mobile: 0331-2318727

Reference No.2

Name: Nauman Tanweer
Designation: Business Analyst
Organisation: Ibex Global - Equinix
Mobile: 0300-9314660