**Yasser Ahmmad**

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[Linkedln](https://www.linkedin.com/in/yasser-a-602692153/)

**Education**

**COOP Careers - Data Analytics Apprentice *Feb - June 2020***

* Engaged in a 16-week apprenticeship program, acquiring expertise in data cleaning, transformation, analysis, and visualization using SQL, Python, and Tableau, alongside continuous professional development
* 200 hours of instruction time with a hands-on mastery of data tools, communication training, networking, and client work with actual companies
* A highly selective program that admits underemployed college graduates from under resourced & marginalized communities.

*New York University / CUNY Lehman College, New York, NY*

BACHELOR OF Administration and Sociology in Urban Planning ***May 2020***

**Technical Skills & Certifications**

* **Certifications**: Google Analytics Professional Certificate (Coursera). Cisco Networking- Internet Fundamentals
* **Programming Languages & Visualization**: Python, SQL, Excel (Pivot Table and Vlookup), Tableau
* **Skills:** Microsoft Word, CRM, SAP, Salesforce ERP systems

**Work Experience**

**APS Plastics & Polymers, Manhattan, NY**

*Supply Chain Analyst / Account Manager Feb 2022 – Present*

* Composed action plans with 3PL suppliers, vendors to manage 10- 20 railcars and reviewing proprietary data on excel.
* Processing, reviewing operational expenses, quotes, along with company on-site of revenue estimating 5-10 million usd. Upholding company data integrity and internal information.
* Within operations reduced downtime of product delivery by 10%, ensuring a smoother workflow process for the inbound team.

**Queens, NY**

**Spectrum services, Charter Communications** *Dec 2020– Feb 2022*

*IT Desktop Support Specialist*

* Troubleshooted internet, video, voice issues of 30+/clients/ agents daily involved in login/ overall quality control.
* Consistently used industry tools such as Agent OS, CRM, CSG software for network support tickets.
* Scope to detect and resolve signal strength issues with maps from tap.
* Focused on KPI metrics such as VOC, TRP, Resolutions data to monitor efficiency is resolving technical inquiries.

**Front Row Marketing USA Manhattan, NY**

*Marketing Specialist*  Feb 2020- Jan 2021

* Created and successfully maintained promotional/marketing photos for Target Corporate merchandise events per request via tablet.
* Lead contact for customer or client requests on promotional items. Delivering 15-30 products assertively.
* Arranged data and selected high quality advertisements side by side with detailed captions of information on company devices.