

CURRICULUM VITAE



Sanam Saji

Linkedin URL: www.linkedin.com/in/sanam-saji-757974253

Mob: +971505887850

E-mail: sanamsaji1@gmail.com

CAREER OBJECTIVE

Dynamic Bachelor of Technology graduate with extensive experience in IT support and a solid foundation in data analytics. Certified in Microsoft Power BI and ITIL v4 with a recent completion of a Data Analyst Master's Program from Simplilearn. Skilled in utilizing advanced data tools including Power BI, Tableau, and Excel for effective data manipulation and reporting. Eager to apply analytical expertise in a challenging data analyst role.

EDUCATION

- **Educational Qualification:**
Bachelor of Technology in Electronics and Communication
MG University, Kerala, India
Graduated: 2006
- **Data Analyst Masters Program, Simplilearn, 2023**
Completed Courses in Power BI, Tableau, Advanced Excel, and Basic Python after successful completion of exams and multiple projects.

CERTIFICATIONS

- **Microsoft Certified: Data Analyst Associate**
Microsoft, 2024
- **ITIL v4 Foundation**
Axelos, 2022

PROFESSIONAL EXPERIENCE

- **IT HelpDesk Support Specialist**
Al Jaber HQ Abu Dhabi, UAE
January 2008 – 2013

Responsibilities

- Troubleshoot software and hardware issues, enhancing system functionality and user satisfaction.
- Utilized IT Asset software to communicate with customers, managing up to 50 tickets per day.
- Built and maintained customer trust by maintaining ongoing communications until resolution.
- Coached junior support staff in delivering responsive, proactive technical support.
- Maintained quality control by defining and documenting operating procedures.
- Managed user accounts and system updates, ensuring optimal performance and security.
- Documented IT processes and solutions, significantly decreasing resolution times and improving user training.

■ Engineering Faculty

IES College of Engineering

September 2006 – September 2007

- Educated undergraduate students in Electronics and Communication, emphasizing practical applications and theoretical knowledge.
- Trained B-tech students in Digital Circuits and Design, Digital Signal Processing and Micro Controller based Systems. Conducted practical labs for Micro Processor and Electronic Circuits.
- Provided Project guidance in Embedded Systems.

PROJECTS

Data Analytics Projects:

Power BI Project: Data Manipulation and Reporting with Power BI

- Developed an interactive Power BI dashboard to streamline company data assessment processes.

Business Analytics with Excel Project: Designing a Sales Dashboard

- Created an Excel dashboard to analyze sales trends by product categories, enhancing data-driven decision-making.

Programming Basics and Data Analytics with Python Project: App Rating Prediction

- Designed a Python-based model to predict app ratings, facilitating increased visibility for new apps.

Tableau Project: Comparison of Region Based on Sales

- Constructed a Tableau dashboard to compare sales across regions, providing clear visual insights into market trends.

SKILLS

- Data Visualization Tools: Microsoft Power BI, Tableau
- Analytical Tools: Advanced Excel (Data Analysis Add-in), Basic Python
- Databases: Basic SQL knowledge
- Operating Systems: Windows and Mac OS
- Software Installation and Maintenance: Experienced in setup and troubleshooting
- Performance monitoring
- Process improvements
- Hardware and software solutions
- Data validation
- Data analysis
- Sales data analysis
- Technical analysis

STRENGTHS

- Good oral / written communication skill in English
- Ability to learn new systems and procedures quickly
- Ability to work effectively in a team setting and individually
- Ability to work under pressure and
- Ambitious, diligent and keen to learn

PERSONAL DATA

Age and date of birth	:	39 Years, 26/July/1984
Sex and marital status	:	Female, Married
Children	:	Three
Religion and cast	:	Islam, Sunni
Nationality	:	Indian
Visa status and expiry date	:	Husband Sponsored Golden Visa March 2032
Passport number Date of expiry	:	G4007456, 04/July/2017
Languages Know	:	English, Malayalam, Hindi, Urdu, Tamil and Basic Arabic.