Mohammad Alqudah

Decision Support Analyst

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Over 10 years of experience in different phases of Management, Data Analytics, and Reporting. Engineered in leveraging data to uncover insights and support strategic decision-making. foundational knowledge of ETL (Extract, Transform, Load) processes using Python, with hands-on experience modernizing data infrastructure and supporting ERP and CRM implementations across industries such as telecommunications, and manufacturing. Recognized in multi-family industry for developing Power BI dashboards that helped maintain occupancy rates above 97% and renewal rates over 70% for more than two years. Proven success working with international organizations, and consulting firms, to deliver data solutions aligned with business objectives. Expertise in project management, optimizing data governance, and developing scalable reports to support leadership and enhance decision-making.

WORK EXPERIENCE

Decision Support Analyst   March 2022 – Present
Edward Rose & Sons, Bloomfield Hills, MI

- Built Power BI dashboards to track KPIs and schedules, maintaining occupancy rates over 97%, boosting renewal averages above 70%, and leveraging SQL to analyze data across four portfolios.
- Optimized KPI dashboards, saving 20 hours monthly and providing accurate updates for weekly meetings by enhancing data infrastructure and maintaining thorough documentation, using BI and GIS tools to help acquire three high-potential markets.
- Integrated an automated reporting system with Power BI, saving 50 hours per month and managing multiple workflows efficiently while delivering 10+ training sessions across five departments, boosting energy around data literacy and self-service analytics.

Senior Data Analyst   October 2018 – February 2022
Tek Apps Solutions, Amman, Jo

- Led cross-functional teams to create efficient reporting frameworks for clients, utilizing advanced BI for data visualization and business analysis to address workflow inefficiencies, analyze metrics, inform budgets, and improve financial accuracy.
- Streamlined analytics tools and reporting processes, improving KPI visibility and saving 15 hours weekly by incorporating programming efficiencies and leveraging DAX formulas, while ensuring accuracy in monthly analyses using advanced Excel functions.
- Created and deployed Power BI dashboards for external clients, providing real-time insights that doubled operational efficiency within the first quarter.

Information Analyst Officer   March 2018 – September 2018
International Rescue Committee, Amman, Jo

- Managed centralized data organization and accessibility per security protocols, effectively managing multiple priorities and collaborating with coordinators to increase compliance by 40% within six months.
- Evaluated 10,000 records monthly for errors, improving data practices, maintaining thorough documentation, and reducing processing time by four hours weekly.

- Established data collection and storage protocols that improved accuracy by 80%, ensuring compliance and enhancing data reliability for grant applications.

Information Management Officer   January 2016 – November 2017
UNICEF, Amman, Jo

- Implemented an integrated dashboard connecting four functional areas, improving project visibility and providing donors with key metrics, while analyzing data to enhance efficiency in Monitoring, Evaluation, and Information Management.
- Compiled monthly performance reviews summarizing project milestones, which informed senior leadership's quarterly strategy sessions, aligning initiatives with specific objectives and improving overall operational effectiveness.

E-Commerce Developer   June 2013 – January 2016
Freelancer, Amman, Jo

- Designed and launched 10+ custom e-commerce stores using OpenCart and Magento, improving user engagement and delivering tailored solutions on time across five sectors.
- Directed all phases of software development, achieving 100% on-time delivery while ensuring alignment with client needs throughout the process.
- Implemented post-launch support, resolving 95% of technical issues in the first week, ensuring uninterrupted operations and enhancing customer satisfaction.

ERP Functional Implementer   September 2012 – May 2013
Sermon Business Solutions, Amman, Jo

- Executed end-to-end implementation of HR & Payroll modules for diverse clients, optimizing workflows and ensuring compliance, leading to streamlined operations and reporting.
- Facilitated stakeholder meetings to gather critical requirements, providing actionable insights that addressed inefficiencies in ERP systems and reduced administrative tasks in HR & Payroll processes.

EDUCATION AND INTERNSHIP

Applied Science University, Amman, Jo
Bachelor's degree in Management Information Systems

Microsoft Innovation Center, Amman, Jo
Product Management