

EYAD KINDASAH

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Saudi Nationality

Jeddah, Saudi Arabia

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Professional Experience

APPLICATION DEVELOPER | Saudi Enaya Cooperative Insurance Co. | Jeddah, KSA

MAR 2020 - PRESENT

- Created data-driven decision-making dashboards, enabling strategic insights.
- Streamlined workflows, introducing automation for enhanced efficiency.
- Analyzed and resolved technical and business issues, providing optimal solutions.
- Facilitated projects enhancing system functionality and performance.
- Supervised and maintained the company's internal data sharing and reporting system.

SALES SUPPORT OFFICER | Saudi Enaya Cooperative Insurance Co. | Jeddah, KSA

SEP 2018 - MAR 2020

- Managed the sales department site, fostering enhanced user engagement.
- Developed a Lead Bank and Sales CRM, optimizing lead management.
- Implemented a streamlined Quotation Tracking System, optimizing quotation processes and enabling process performance measurement.
- Guided the development of semi-automatic data cleansing tools, improving data quality.

CUSTOMER CARE AGENT | Saudi Enaya Cooperative Insurance Co. | Jeddah, KSA

Dec 2017 - Sep 2018

- Assisted in evolving periodical goals and metrics for the department.
- Created a Call Center Performance System, ensuring efficient call flow.
- Developed tools and relational tables that enhanced complaint management, fostering effective issue resolution.
- Improved department procedures and workflows for operational efficiency.
- Constructed a web app for call center agents, providing quick access to diverse guides and references, significantly reducing mid-call wait times by 50%.

Education

INFORMATION TECHNOLOGY | Bachelor of Science

2019-2023

With Very Good Grade, Second Class Honor and GPA: 3.35/4
Saudi Electronic University | Jeddah, Saudi Arabia.

ARCHITECTURAL STUDIES | 66 Credit towards BS

2013 - 2017

University of Arizona | Tucson, Arizona, United States of America.
El Paso Community College | El Paso, Texas, United States of America.

NATURAL SCIENCES | Highschool Diploma

2008-2011

With Excellent Grade and GPA: 95.76%
Falasteen Secondary school | Jeddah, Saudi Arabia.

Exams & Certificates

EVALUATION EXAMS:

- IFCE | (Pass) | SAMA, Jeddah. 2018
- IELTS | (6.0) | GVT Exams, Canada. 2012
- STEP | (97%) | QIYAS. 2019

TABLEAU CERTIFICATES:

- Tableau Author
- Tableau Analyst
- Tableau Designer
- Tableau Developer
- Tableau Data Scientist
- Tableau Server Admin

Key Projects

MyFunnel – Sales Agent Dashboards

2022-2023

Empowered sales agents with Tableau-powered analytics. Real-time updates, customized motivation, and strategic perspectives elevated performance and enhanced the sales environment.

Sales Executive Dashboards

2021-2022

Revamped sales management through automated data analysis. Efficient reporting, interactive dashboards, and proactive alerts facilitated data-driven decisions and operational efficiency.

Member Data Clean-Up Tools

2019-2020

Led and developed a solution using Excel macros and Visual Basic, resulting in a 70% reduction in manual data cleaning time. This advancement significantly improved data accuracy, saved valuable time, and enhanced operational efficiency, demonstrating a commitment to optimizing data management processes.

Real-time Policy Intelligence (RPI)

2019-2020

Transformed the insurance experience with analytical dashboards. Personalized recommendations, data-driven policy adjustments, and fraud detection empowered informed policyholder decisions.

Call Center Efficiency Enhancement Toolkit

2018-2018

Optimized call center operations with data-driven insights. Automated agent KPI calculation, call volume analysis, and shift scheduling improved efficiency and customer service quality.

Key Skills

- Strategic Thinking
- Data Analysis
- Data Visualization
- Project Leadership
- Process Optimization
- Effective Communication

Skill Developments

I have consistently invested over +200 hours in my professional growth through a diverse range of courses, cultivating my skills across various domains, Including:

- Data & Analytics: Data Engineering | Data Visualization | Data Mining | Data Analysis | Data Management
- Business & Management: Business Development | Strategic Thinking | Program Management | Balanced Scorecard
- Technical Proficiency: SharePoint | Microsoft Excel | Tableau | ITIL | Business Intelligence | Automation
- Leadership: Effective Communication | Change Management | Leadership Foundations | Team Collaboration
- User Experience: UX Design | Game Design | User-Centric Solutions | Design Thinking | Interactive Dashboards

Languages & Communications

LANGUAGE PROFICIENCY:

- Native Arabic Speaker.
- Advanced English Speaker

COMMUNICATION SKILLS:

- Effective written and verbal communication.
- Strong interpersonal, technical, and presentation skills.