Ghada Ghanney

SAP BW Support Consultant

Tunis, Tunisie | ghanney.ghadaa@gmail.com | Tel:+216 55 39 58 68

LinkedIn: linkedin.com/in/ghada-ghanney

English: Bilingual - **French:** Native

SAP BW Support Consultant with 2 years of experience in SAP Support. Specialized in WHM and Business Explorer tools by assisting customers with technical issue resolution and guiding them toward optimal.
Committed to delivering high-quality support and ensuring customer satisfaction.

WORK EXPERIENCE

Focus Corporations - On Behalf of SAP   Tunis, Tunisia
SAP BW Support Consultant   Jan 2023 – Present

- Providing consulting and technical assistance to SAP customers.
- Troubleshoot and resolve customer issues across all priority levels, including Priority 1 (Very High), ensuring high customer satisfaction by efficiently diagnosing and resolving technical problems.
- Handle over 790 incidents and more than 310+ chat sessions achieving an average customer satisfaction of 4.55/5.
- Author Knowledge Base Articles (KBAs), SAP Notes, and wikis to improve customer self-service and internal knowledge sharing.
- Collaborate with development team to identify software bugs and contributing to product improvements for future releases.
- Trained new team members.

LIAS Laboratory - ISAE, ENSMA   Poitiers, France
Data scientist, End of studies internship   Mar 2022 – Sep 2022

- Conducted data collection and pre-processing to ensure high-quality inputs for model training.
- Explored various Machine Learning and Deep Learning algorithms and frameworks to identify the best-performing models for predicting electricity prices in the MIBEL market.
- Collaborated with cross-functional teams to align project goals and share findings.
- Documented methodologies and results for stakeholders, contributing to knowledge sharing within the European project framework.

   Technologies: Python, Keras, Tensorflow, Google Colab, PostreSQL, Power BI, Scrum, GitHub.

Orange   Tunis, Tunisia
Data scientist, Summer internship   Jun 2021 – Aug 2021

- Developed a monitoring system for Orange services (e.g., Refill, 4G) to improve service reliability and performance.
- Designed and implemented ETL processes to extract, transform, and load data from multiple sources, ensuring accurate and efficient data integration
- Created real-time dashboards using Kibana, enabling faster decision-making and quicker issue resolution.
- Enhanced anomaly detection through an alert system, increasing the identification of service disruptions by 40%, which led to faster issue identification and resolution.

   Technologies: Python, Elasticsearch, Spark, Kibana

EDUCATION

Computer Science engineering degree   Sousse , Tunisia
ISITCOM, University of Sousse   Sept 2019 – Jun 2022

SKILLS

- **Business Warehouse:** BW on HANA, BW/4HANA, Data modeling, BEx Analyzer, BEx Query Designer, BEx Web Application Designer, BW modeling tool, BEx Report, SAP Enterprise Portal, OLAP Analysis.
- **Databases:** Oracle, MySQL, SQL Server, SAP BW, Hana, MongoDB.
- **Customer Service:** Relationship building, Effective questioning, Customer satisfaction.
- **Personal:** Active listening skills, customer engagement, teamwork, troubleshooting, communication.

CERTIFICATIONS

SAP Certified Associate - Data Engineer - Data Fabric   2024