

# Azza Laz

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Resourceful and driven Computer Science graduate with hands-on experience in software development, data analysis, content creation and technical project execution across diverse industries. Brings a global perspective shaped by international experience, with a passion for building scalable, data-driven solutions that deliver real user impact.

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## Education

San Diego State University — Bachelor of Science in Computer Science | June 2025

- Relevant Coursework: Data Structures, Algorithms, Database Systems, Artificial Intelligence, Data Visualization, Machine Learning, Software Engineering

**Certifications:** Google Data Analytics Professional Certificate - March 2025 | AWS Data Analytics - April 2025 | Disciplined Agile® Scrum Master certification - April 2025.

## Technical Skills

- **Programming:** Python, SQL, Java, C/C++, MIPS. **Data Science Tools:** Pandas, NumPy, Scikit-Learn, TensorFlow, Tableau, BigQuery, Matplotlib. **Data Science Techniques:** Data Cleaning, Exploratory Data Analysis, Machine Learning, NLP, A/B Testing. **Statistics:** Logistic/Linear Regression. Other: HTML, CSS, JavaScript, React, RESTful APIs.

## Work Experience

### **Business Data Analyst (Freelance) – [NouraKreates.com](#)**

*SQL, Google Analytics, A/B Testing | February 2022 - Present*

- Co-created an e-commerce business, initially assisting with website development and content creation before transitioning into a data analyst role.
- Analyzed Google Analytics and SQL data, led A/B testing, and implemented a dynamic pricing strategy that boosted conversions.

### **Healthcare Support Assistant – Emirates Health Services (Al Aweer Medical Center, Dubai)**

*Medical Documentation, Clinic Workflow, Patient Intake | May 2023 – August 2023*

- Managed patient documentation and appointment scheduling using internal systems, demonstrating attention to detail, administrative accuracy, and organizational efficiency in a high-volume clinical environment.
- Communicated clearly with patients and medical staff to ensure smooth front desk operations.

### **Tour Website Developer- [Shop.elyanna.com](#)**

*Elyanna | Remote – Dubai & US-Based Tour Support | Jan 2024 - Present*

- Collaborated on the design and development of Elyanna's official merchandise and tour website, organizing tour dates, drop schedules, and product launches. Managed TikTok account: yanna\_angels
- Used Shopify, Liquid, HTML/CSS, and JavaScript to build responsive pages, manage dynamic product data, and optimize user experience across mobile and desktop platforms.

### **Live Production Assistant & Technical Support**

*Elyanna & Coldplay Tour – Dubai/Europe Leg | December 2024 – May 2025*

- Supported backstage logistics and assisted in on-site tech operations including camera coordination, audio/video support, and stage transitions.
- Participated in real-time troubleshooting for live performance visuals, stage timing, and artist tech setup.

### **IT & Administrative Intern**

*Mediclinic Hospital – Dubai, UAE | May 2025 – August 2025*

- Provided technical support to front desk and medical staff, troubleshooting hardware/software issues and maintaining internal record systems, including electronic health records (EHR).
- Streamlined patient intake workflows and improved appointment data tracking using Microsoft Office and secure hospital management platform.

**Wireless Technical Support Specialist**

*Acosta Premium (AT&T • Verizon • T-Mobile) | October 2025 – Present*

- Provided hands-on technical support for mobile devices and carrier services, including device setup, OS configuration, data migration, and troubleshooting connectivity, activation, and account provisioning issues.
- Diagnosed and resolved hardware, software, and network-related issues across iOS and Android platforms while clearly communicating technical solutions to non-technical users.