# ELMONZER BAYOUMI

Cairo, Egypt | Open to Remote & Relocation |   00201555401143

https://linkedin.com/in/elmonzer-bayoumi | elmonzerb9928@gmail.com

## OBJECTIVE

Motivated data enthusiast with a Bachelor's degree in Mathematics and Computer Science, a solid background in IT support, and hands-on experience in data analytics. Completed the Google Data Analytics Professional Certificate and conducted a graduation thesis on sentiment analysis using Sudanese Arabic in mobile applications. Skilled in Python, SQL, data visualization, and problem-solving. Eager to contribute to data-driven teams and projects that create real-world impact.

## SKILLS AND ABILITIES

- **Data Analytics**: SQL, Excel, Google Sheets, Tableau, Google Data Studio
- **Programming**: Python, R (basic), Jupyter Notebooks
- **Data Handling**: Data Cleaning, Wrangling, and Visualization
- **IT Support**: Hardware/Software Troubleshooting, Networking, System Admin
- **Soft Skills**: Problem Solving, Communication, Team Collaboration

## EXPERIENCE

**IT Support Specialist**                                                   **Feb 2018- April 2023**

Pemeco Industrial supplies Co.LTD (HILTI Agent)

- Provided technical support for hardware, software, and network systems across a large user base.
- Diagnosed system issues and implemented preventive solutions to reduce downtime by over 30%.
- Collected and analyzed incident data to identify recurring problems and suggest IT process improvements.
- Collaborated with teams to support digital transformation and infrastructure upgrades.

## EDUCATION

***University of Khartoum | Khartoum, Sudan***                                              **2023**

Bachelor of Science in Mathematics and Computer Science

Second Upper / GPA 3.02

# CERTIFICATIONS

**Google Data Analytics Professional Certificate**
Coursera | Nov 2023

- Topics: Data cleaning, visualization, SQL, Excel, R, data storytelling, problem-solving

# LANGUAGES

- Arabic: Native
- English: Professional
- German: B1 Level (Completed)