

Islam Nasser

+20 01017912265 | Giza, Egypt | eslamnasser932@gmail.com | [LinkedIn](#) | [GitHub](#)

DATA SCIENCE

Data Scientist with expertise in data cleaning, visualization, and machine learning. Proficient in Python, Pandas, and NumPy for data manipulation, and skilled in applying supervised learning (e.g., linear regression, logistic regression, random forests, XGBoost) and unsupervised learning techniques like K-means clustering. Experienced in building predictive models, analyzing complex datasets, and delivering actionable insights using Power BI and Looker Studio. Strong problem-solving and communication skills, with a proven ability to translate data into business solutions that drive growth and efficiency. Expertise in supervised learning methods including regression (e.g., linear regression, logistic regression, Ridge, Lasso, polynomial regression) and classification techniques like KNN, decision trees, random forests, support vector machines, and XGBoost.

KEY COMPETENCIES

Python, HTML and MY SQL	Microsoft Application	Team leadership
Pandas, NumPy, Data visualization	Project Management	Problem-Solving & Critical Thinking
PyCharm, Visual Studio Code, Jupyter Notebook	Programming & Development	Statistics, Descriptive statistics, Linear Regression

PROFESSIONAL EXPERIENCE

Outsourcing Skill

Real Time Analyst | May, 2025 – Present

- Analyze operational metrics including sales, productivity, attendance, and quality.
- Build and maintain performance dashboards and KPIs in Excel, Power BI.
- Translate raw data into insights, trends, and visual storytelling.
- Support department heads with forecasting, budgeting, and workflow analysis.
- Design ad hoc reports and automate recurring reports as needed.
- Present findings in meetings and executive summaries.

In-Call Outsourcing

Data Analyst | Sep, 2023 – Mar 2025

- Analyzed and interpreted complex data sets, providing actionable insights that supported key business decisions and contributed to performance improvements across departments.
- Developed predictive models and forecasts to enhance decision-making processes, allowing the company to proactively address trends and customer needs.
- Created comprehensive reports and interactive dashboards using advanced data visualization tools, enabling stakeholders to easily understand key metrics and track business performance.

In-Call Outsourcing

Tele Sales Agent | Nov, 2022 – Sep, 2023

- Successfully managed high-volume inbound and outbound calls, consistently meeting and exceeding sales targets and KPIs, contributing to company revenue growth.
- Utilized persuasive communication skills to build rapport with customers, addressing their needs and providing tailored solutions, resulting in increased customer satisfaction and retention.
- Maintained accurate records of customer interactions, ensuring timely follow-ups and detailed documentation, which improved overall sales process efficiency and team collaboration.

Xceed Company

Customer Service | Feb, 2022 – May, 2022

- Collaborated with a high-performing team that consistently ranked #1 on the floor, contributing to achieving top-tier customer satisfaction and operational efficiency.
- Applied effective communication and problem-solving strategies to help customers achieve their goals, ensuring their needs were met and their issues resolved in a timely manner.
- Demonstrated a strong commitment to customer satisfaction by going above and beyond to deliver personalized support, resulting in positive feedback and enhanced customer loyalty.

Ison Xperiences-Egypt

Call Center Agent | Feb, 2021- Oct, 2021

- Conducted cold calling to potential customers, effectively introducing products and services while highlighting the benefits tailored to their specific needs, resulting in a high conversion rate.
- Convincingly presented offers and solutions, addressing customer concerns and persuading them to take action, ensuring they made informed decisions that were beneficial to their interests.

LICENSES & CERTIFICATIONS

- **Data Science Diploma** | Machinify | Apr, 2024 – Nov, 2024
- **Looker Studio** | Jun, 2024 – Jul, 2024
- **Business Analytics** | Udacity | A Scholarship from Bertelsmann | Dec, 2021 – Feb, 2022
- **AWS Machine-Learning Foundation** | Udacity A Scholarship from Bertelsmann | Aug, 2021 – Oct, 2021
- **Google Data Analytics** | May 2021 – Jul, 2021
- **Power BI Desktop** | LinkedIn Learning | May 2021
- **Data Analyst Track With Python** | Data Camp | Feb, 2021 – Apr, 2021
- **Qwicklaps Machine Learning** | Oct, 2020 - Nov, 2020
- **Qwicklaps Data Science** | Sep, 2020 - Oct 2020
- **Python For Data Science And AI** | Coursera .org | May 2020 – Jul, 2020
- **Design Thinking** | KKUX | Apr, 2020
- **Digital Marketing** | Ads for Media | May 2019

PROJECTS

- Sales-Retails |2024-[Link](#)
- Loan-Prediction |2024-[Link](#)
- Bank-Marketing |2024-[Link](#)
- Car-Price-Prediction |2024-[Link](#)
- Money-Laundering | 2024- [Link](#)
- Pharma - Sales - Data- Analysis - And - forecasting | 2022 - [Link](#)
- Covid-19 Analysis | 2022 - [Link](#)
- A Visual History of Nobel Prize Winners | 2022 - [Link](#)
- Amazon Data Analysis | 2021 - [Link](#)

VOLUNTEERING

- Vice president of Science Sea Scout ASUS | Sep, 2020
- Head of Campaign "People to each other " of Life Maker Foundation | 3 Months | Apr, 2020
- Organizer of Event "Backline " of Science Sea Scout at Faculty of Science | Mar, 2020
- Head of team of Campaign "be color with green" of Life Maker Foundation | one Month | Jun, 2020
- Head of Team for Medical Campaign Team of Life Maker Foundation | 4 Months | Sep, 2019
- Head of Media Team of Science Sea Scout | 3 Months | Sep, 2019
- Head of Campaign "Rezk Halal" " of Life Maker Foundation | 3 Months | Apr, 2019
- Organizer of Event " Craft Festival " of Science Sea Scout at Faculty of Science | Jun, 2019
- Organizer of Event "wanted " of Science Sea Scout at Faculty of Science | Mar, 2019

EDUCATION

- 2025 | Ain Shams University - Bachelor of Commerce

LAUNGAGES

- Arabic : Native
- English : Fluent
- German : Good