

## **PROFESSIONAL SUMMARY**

Junior Undergrad studying in Application Development program at North Seattle College seeking to utilize skills and knowledge as a Software Engineer Intern at Tableau

## **KEY SKILLS**

- **Programming languages:** Python, Java, HTML5, CSS5 and JavaScript
- **Data Analytics:** SQL, NumPy, Pandas, Matplotlib, Scikit-learn Machine learning
- **Data Visualization:** Tableau, Python
- Skilled in application design, implement and test
- Fluent in English, Arabic (native), and proficient in German

## **PROFESSIONAL DEVELOPMENT**

- **SQL for Data Science**, Coursera, Online **2019**
- **IBM Data Science Professional Certificate**, Coursera, Online **2019**
- **Data Visualization with Tableau Specialization**, Coursera, Online **2019**
- **Unix Workbench**, Coursera, Online **2019**
- **Programming: Getting Started with Python**, Coursera, Online **2019**
- **Programming: Python Data Structure**, Coursera, Online **2019**

## **EDUCATION**

**Bachelor's Degree in Application Development** **Expected 2021**  
North Seattle College, Seattle, WA

**Master of Arts, Egyptology** **2008**  
**Helwan University**, Cairo, Egypt  
*One of Egypt's public universities established in July 1975, consisting of 21 faculties*

**Bachelor of Arts, Egyptology** **2001**  
**Cairo University**, Giza, Egypt  
*Cairo University is Egypt's premier public university established in December 1908*

## **ADDITIONAL WORK EXPERIENCE**

- Courier Delivery** **Nov 2017 – Present**  
**FedEx Express, Seattle, WA**
- Providing courteous and efficient delivery and pick-up of packages
  - Checks shipments for conformance to FedEx features of service
  - Provides related customer service functions
- Courier Delivery** **Mar 2016 – Sep 2017**  
**Amazon Flex, Seattle, WA**
- Delivered 150 Amazon Prime Now products weekly to customers with professional and timely manner
  - Provided exceptional customer service to customers and handled package issues by contacting support department
- Medicine Distributor** **Jan 2016 – Mar 2016**  
**Broadway Services, Baltimore, MD**
- Picked up and delivered medicine from Johns Hopkins pharmacy to other pharmacies in Baltimore and Columbia city
  - Maintained and resolved issues with package errors and provided excellent customer support
- Customer Service Representative** **Sept 2015 – Dec 2015**  
**Access to Case, Clearwater, FL**
- Managed a high volume of 40-50 inbound and outbound customer calls daily in Arabic and English
  - Addressed and resolved 5-9 customer complaints daily; checked systems and contacted insurance company for solutions