

## **PROFESSIONAL SUMMARY**

Information Technology professional studying in Application Development program at North Seattle College seeking to utilize skills and knowledge in Python, SQL, data analysis

## **KEY SKILLS**

- **Programming languages:** Python, Java, HTML5, CSS5 and JavaScript
- **Data Analytics:** SQL, NumPy, Pandas, Matplotlib, Scikit-learn Machine learning
- **Data Visualization:** Tableau, Python
- 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**  
North Seattle College, Seattle, WA

**Expected 2021**

**Master of Arts, Egyptology**

**Helwan University**, Cairo, Egypt

*One of Egypt's public universities established in July 1975, consisting of 21 faculties*

**Bachelor of Arts, Egyptology**

**Cairo University**, Gizah, Egypt

*Cairo University is Egypt's premier public university established in December 1908*

## **WORKING EXPERIENCE**

**Curator**

**May 2011 – Oct 2013**

**National Museum of Egyptian Civilization (NMEC)**, Old Cairo, Egypt

- Registered and classified historical objects from archaeological sites into the system (~100-150 pieces per day); made the biometric and defined the objects
- Studied new object entries, performed research on the excavations and categorized objects into date, type and material
- Prepared and managed the object database with thousands of entries
- Collaborated with colleagues to run quarterly workshops on recognizing fake objects for the museum staff and museum professionals across Egypt in museum exhibitions
- Participated in international courses in Museology to stay up-to-date on the latest techniques

**Tour Leader**

**May 2009 – May 2010**

**American Star Travel**, Cairo, Egypt

- Created travel itineraries for guests including flights, hotels, activities, and tour packages serving 100+ customers per week during the high season
- Handled follow-up with transportation and hotels to get itinerary confirmation until customers returned to airport
- Documented ~25 files and job orders weekly; reported daily to general manager on the project status
- Provided training for 5 trainees following up closely on training progression

**Researcher**

**Feb 2002 – Feb 2007**

**Faculty of Arts, Helwan University**, Helwan, Egypt

- Lectured classes in History, Art and Architecture History, lecturing 10 hours per week with 25 students per class
- from diverse backgrounds and diverse regions; designed the class syllabus to produce well-rounded curriculum

- Challenged and motivated students through an in-depth lecture and discussion series
- Inspired students to translate their academic interests into real world by creating thought-inspiring lecture topics
- Emphasized importance of academic honesty with students and instructed on proper citation of research sources
- Counseled undergraduates in regards to educational and professional goals individually during office hours
- Participated in numerous scientific conferences

### **ADDITIONAL WORK EXPERIENCE**

#### **Courier Delivery**

**Mar 2016 – Sep 2017**

**Amazon Flex**, Seattle, WA

- Deliver 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