

MUHAMMAD RAMADAN

Data Analyst | Data Engineer | E-commerce BI Specialist

Al Haram, Giza, Egypt | +20 101 681 0118 | muhammad.ramadan91996@gmail.com

LinkedIn: [linkedin.com/in/muhammad-ramadan](https://www.linkedin.com/in/muhammad-ramadan) | GitHub: github.com/Muhammad91996

Certificates: [View PDF Certificates](#)

SUMMARY

Detail-oriented Data Analyst and Data Engineer with over 3 years of experience delivering scalable data solutions. Skilled in automating ETL processes, integrating multi-source data, and building interactive dashboards that drive strategic decision-making. Adept with SQL, Python, Power BI, and Magento, with a proven record of boosting efficiency and enabling business growth.

PROFESSIONAL EXPERIENCE

Data Analyst & Data Engineer – Raneen Company

Jan 2024 – Present | Giza, Egypt

- Standardized 10+ ETL pipelines connecting Magento, Odoo, Excel, and APIs — reducing manual work by 70%.
- Enhanced data integrity by 25% through proactive validation and transformation logic.
- Developed 20+ Power BI dashboards, transforming monthly reports into weekly actionable insights.
- Centralized data from CRM, ERP, and e-commerce sources into a real-time reporting hub used by 5 departments.
- Generated insights that refined campaign ROI by 18% and enhanced retention strategies.

Magento Technical Support Lead – Raneen Company

Feb–Nov 2024

- Resolved 100+ monthly technical issues with 99.9% uptime across Magento-based systems.
- Accelerated average page load time by 2.3 seconds through backend optimization.
- Authored 15+ SOPs and boosted incident handling workflows, decreasing ticket resolution time by 20%.

- Implemented root cause analysis, reducing recurring issues by 35%.

Magento Technical Support Specialist – Raneen Company

Jun 2023 – Feb 2024

- Handled 15+ daily tickets across 30+ departments with 90% first-contact resolution.
- Refined triage and documentation processes, reducing repeat incidents by 10%.

Senior Data Entry Specialist – Raneen Company

Mar 2022 – May 2023

- Automated QA checks via macros, increasing data accuracy from 87% to 98%.
- Led and trained a team of 4 juniors, improving productivity by 20%.

Data Entry Specialist – Raneen Company

Apr 2021 – Mar 2022

- Entered and validated over 200K monthly records with 99% accuracy.
- Introduced QA templates, decreasing error rates by 45% in the first quarter.

EDUCATION

Bachelor of Laws (LL.B.)

Cairo University, Cairo, Egypt

Grade: Very Good | Sep 2015 – Jun 2019

Pivoted to data-focused roles through self-learning, technical projects, and certifications.

PROJECTS

◆ Supermarket Sales Dashboard

GitHub: github.com/Muhammad91996/Super-Market-Sales

Tools: Power BI, Excel

Designed a dynamic sales monitoring dashboard that tracked revenue trends, best-selling categories, and regional performance. Improved reporting speed by 60%.

◆ Customer Churn Prediction

GitHub: github.com/Muhammad91996/Analyzing-Customer-Churn

Tools: Power BI, Excel

Built a predictive model using historical transaction behavior to flag high-risk churn customers. Increased retention prediction accuracy by 20%.

◆ HR Data Analytics

GitHub: github.com/Muhammad91996/HR-Data-Analyst

Tools: Power BI, Excel

Analyzed HR metrics such as turnover, hiring funnel efficiency, and employee tenure to support strategic workforce planning.

◆ Bike Sales Performance Analysis

GitHub: github.com/Muhammad91996/-analyzing-sales-data-for-bike

Tools: Power BI, Excel

Conducted deep-dive sales analysis across multiple product lines (2015–2017), identifying trends that informed product placement decisions.

◆ ETL Pipeline for Magento to Google Cloud SQL

GitHub: github.com/Muhammad91996/ETL-Pipeline

Technologies: Python, MySQL, Google Cloud SQL, SSH, Telegram API

Automated the data transfer process between Magento and Google Cloud SQL, including creating denormalized views and sending status updates via Telegram.

CERTIFICATIONS

📁 **All Certificates:** github.com/Muhammad91996/Certifications-

📊 Power BI & Visualization

- Power BI Full Course – Alex The Analyst
- Intro, Intermediate & Advanced DAX – DataCamp
- Data Modeling, Transformation, EDA – DataCamp
- Data Visualization & Preparation – DataCamp

🧠 Data Engineering

- Understanding Data Engineering – DataCamp
- Data Warehousing Concepts – DataCamp
- Database Design – DataCamp
- Magento BI & Admin Panel Essentials – Self-Learning

🗄️ SQL & Databases

- MySQL for Data Analysis – Alex The Analyst
- Intro, Intermediate SQL & Joins – DataCamp
- Relational Databases – DataCamp

🐍 Python & Data Science

- Python for Data Science – DataCamp
- Intro & Intermediate Python – DataCamp
- Data Manipulation with pandas – DataCamp






✂ Software & Business

- PHP Programming – EraaSoft
 - HTML & MySQL Web Development – Elzero
 - Product Management – Udemy
 - Software Testing Bootcamp – Udemy
-

SKILLS

- **BI Tools:** Power BI, Excel, Looker Studio, Power Query
 - **Programming:** Python, SQL, PHP, Laravel
 - **ETL & Platforms:** Magento, Odoo, APIs, MS Dynamics AX
 - **Tools:** JIRA, GitHub, Postman, Telegram API
 - **Soft Skills:** Communication, Analysis, Stakeholder Reporting, Time Management
-

KEY ACCOMPLISHMENTS

-  Streamlined 10+ ETL pipelines, decreasing report delivery time by 70%.
 -  Consolidated fragmented data into unified BI environments across departments.
 -  Migrated 1M+ records with a 25% uplift in data structure and integrity.
 -  Designed 20+ tailored dashboards for executives and teams.
 -  Contributed to an 18% ROI increase through actionable insights.
-

LANGUAGES

Arabic: Native | **English:** Professional Working Proficiency