

BELMZOUAK Ramah

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Profile

Data analyst with strong foundational skills in data visualization, automation, and pipeline design. Experienced in tools like **SQL**, **Python**, **BigQuery**, **Looker**, and **Google Cloud Platform**, with a growing focus on AI integration and real-time monitoring systems. Proven ability to collaborate across teams and communicate data insights clearly. Currently leading operational monitoring and analytics initiatives at Nuitée, while continuously upskilling in automation and reporting best practices.

Experience

Data Analyst

Casablanca, Morocco

Nuitée

Apr 2024 – Present

- Built a real-time monitoring dashboard using **Looker** and **BigQuery**, used by 50+ operations team members for daily tracking.
- Created data visualizations and dashboards to support **risk management** and **sales strategy**.
- Developed a scheduled data pipeline from **New Relic** to **BigQuery**, processing high-volume logs every 30 minutes with **Python**, **Cloud Functions**, and **GCP**.
- Contributed to building an AI-powered MCP agent using **OpenAI API**, connected to the internal sales database.
- Managed a monitoring team of 5 analysts and deployed an alerting system using **Pub/Sub** and **Cloud Monitoring**.
- Delivered weekly reports and data-driven insights using **SQL**, **Looker**, and **Google Sheets**.

Junior Data Analyst – Planning Management

Casablanca, Morocco

Xceed

Dec 2023 – Apr 2024

- Supported the planning team with basic reporting using **Excel** and daily KPIs.
- Conducted simple data analysis using **SQL** and **Python** under senior guidance.
- Helped ensure data accuracy and workflow documentation for planning decisions.
- Gained hands-on exposure to scheduling and workforce data.

Data Scientist Intern

Casablanca, Morocco

ALX Morocco

May 2023 – Jun 2024

- Developed machine learning models and algorithms for predictive analytics.
- Extracted, cleaned, and transformed large datasets using **Python** and **SQL**.
- Created data visualizations to communicate insights clearly to stakeholders.
- Contributed to data-driven solutions that supported business process optimization.

Customer Care Specialist

Casablanca, Morocco

Xceed

Jul 2017 – Dec 2023

- Resolved customer issues efficiently, maintaining detailed records.
- Identified process improvements to boost satisfaction and team performance.
- Built trust and loyalty through consistent support.

Customer Representative

Casablanca, Morocco

Xceed

Nov 2015 – Jul 2017

- Handled inquiries and complaints with professionalism.
- Maintained strong relationships with customers.

Technologies

Languages: Python, SQL, JavaScript, Bash, YAML, Markdown

Technologies: BigQuery, Looker, Power BI, Google Cloud Platform (GCP), Cloud Functions, Cloud Scheduler, Cloud Run, Pub/Sub, Cloud Monitoring, GitHub, Docker, OpenAI API, Terraform, Selenium (Web Scraping), VS Code, Google Colab, CI/CD (Basic)

Education

Specialized Technician in Business Management

Groupe Scolaire Effet

Casablanca, Morocco

2015 – 2017

Bachelor of Supply Chain Management

University Hassan II Ain Chock

Casablanca, Morocco

2019 – 2020

Certifications

Data Science Professional Certificate (SETA 5)

ExploreAI Academy

Remote

May 2023 – Jul 2024