Said Jomaa
Data Analyst

M:0405558677 | **E:** saidjomaa@outlook.com | **LinkedIn:** linkedin.com/in/saidjomaa

ABOUT ME

Dynamic and detail-oriented data analyst with a strong track record in driving business success through insightful data analysis. Skilled in programming, statistics, mathematics, and mathematical modelling, backed by a Data Analytics Immersive Program from General Assembly and a BSc (Advanced) degree in Advanced Materials/Data Science from the University of Technology Sydney. Recognized for validating product functionality, collaborating with partners, and optimizing knowledgebase systems. Consistently delivering results, meeting deadlines, and providing exceptional customer service. Let's connect and discuss how my expertise can contribute to your data analysis needs.

EDUCATION

Data Analytics Immersive Program – General Assembly   Mar 2023 – Jun 2023

BSc (Advanced) Advanced Materials/Data Science - University of Technology Sydney   Feb 2018 – Jul 2021

- **Relevant Coursework**: Programming for data analysis, Statistics and Mathematics for Science, Advanced Mathematics and Physics, Mathematical modelling for science and Programming for Mathematics
- **Extracurriculars:** UTS Consulting Club, YALA UTS, UTS AISEC and UTS Data Science and AI society

Awards: Finalist 2 in the AISEC cross-cultural competition, 5th out of 250 students in predictive model for data analytics

WORK EXPERIENCE

Tyro Payments | Customer Service Specialist   Dec 2021 – March 2023

- Validated functionality of Tyro products and point of sale (POS) systems through analytical skills and adherence to requirement specifications.
- Collaborated with 300+ point of sale partners to implement solutions for system errors and data issues, achieving successful outcomes for merchants.
- Investigated, reported, and documented bugs to engineering support teams, utilizing analytical skills to identify root causes and recommend solutions.
- Conducted gap analyses of existing systems, identifying improvement areas and collaborating with business functions for solution implementation.
- Managed and improved internal and customer-facing knowledgebase systems, optimizing knowledge management to meet stakeholder needs..

Australia Post | Parcel Service Officer   Oct 2020 – Nov 2021

- Perfect and consistent track record of meeting deadlines for express parcel sorting in a fast-paced environment where punctuality is crucial.
- Communicated and verified the express parcel sorting process to Principals of local government areas to ensure delivery deadlines and prevent inefficiency due to assortment errors.
- lowest parcel sorting error during 4th Quarter period in the past 10 years.
- Designed and implemented effective error management strategy to prevent delay and inefficiency

OCS Services Sydney International Airport| *Team Leader/Customer Care Agent*   Feb 2018 – July 2020

- Independently identify and recognise passengers with reduced mobility, hidden disabilities and language barriers to help improve the journey throughout Sydney International Airport
- Extensive leadership responsibilities as team leader of 15 other customer care agents.
- Communicated with Airline representatives and check-in staff in order to allocate team members their daily targets, equipment and operation guidelines.
- Prevented financial loss and logistical challenges for Airlines through an efficient management of late passengers, transfers and layovers.
- Aimed to provide a quality customer service by capturing accurate passenger information while being flexible and sensitive to any changes of requirement.

Data Analytics Projects

US Presidential Elections Analysis

- Conducted in-depth analysis of voter data for US Presidential elections spanning 2000-2020, revealing significant trends and patterns.
- Utilized Tableau to create compelling visualizations showcasing the Most Voted For President, Winning States & Counties, and Most Loyal States & Counties by Party.
- Developed animated presentations using Tableau to demonstrate the evolving landscape of winning parties (Blue vs Red) across geographical areas over time.

Divvy Bike Share Analysis

- Applied advanced SQL skills to extract and manipulate Divvy's dataset, effectively identifying key factors contributing to business growth.
- Leveraged Microsoft Excel to perform comprehensive data analysis and visualization, providing valuable insights into the factors driving Divvy's business growth.
- Summarized research findings and insights into a persuasive Microsoft PowerPoint presentation, accompanied by a recorded video presentation.