Amr Zaher
Data Analysis

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Summary

I am a highly motivated data professional with a solid foundation in data analysis, programming, and business intelligence. Driven by a passion for continuous learning and improvement, I excel in rapidly acquiring new skills and leveraging them to address complex, real-world challenges. My expertise in Python, SQL, and Power BI empowers me to deliver insightful analyses and support data-driven decision-making processes. With a commitment to personal and professional growth, I thrive in dynamic environments that foster innovation, collaboration, and lifelong learning.

Skills & Abilities

- Python & SQL
- Pandas & NumPy
- Seaborn & Matplotlib & Plotly
- Jupyter & Anaconda
- Google Colab & Visual Studio
- ETL & Data Warehouse Concepts
- Data Modeling & Data Processing
- CAFM System
- Statistical Analysis & Data Storyteller
- Excel & PowerBI & Looker Studio
- Power Query & Power Pivot
- Business Analysis
- Reporting & Analysis
- Analytical Thinking
- Project Management Foundations
- Communication Skills

Experience

CAFM Coordinator | Adeeb Facilities Management | May 2024 – Present

- Oversee call center operations, ensuring efficient handling of complaints, service requests, and inquiries.
- Receive complaints from ADNOC and send them to the departments concerned using the CAFM system, ensuring they are followed up and resolved in a timely manner.
- Maintain clear and professional communication with clients, tenants, and internal teams through phone calls and text messages.
- Collaborate with different departments to streamline workflows and improve service efficiency.
- Coordinate maintenance activities, service visits, and client appointments based on team availability.
- Generate daily and monthly reports on complaints, resolutions, and service performance.

BMS Operator & Document Controller | Adeeb Facilities Management | May 2024 – Aug 2024

- Operated and monitored Desigo Building Management System (BMS) to ensure optimal building performance and efficiency.
- Controlled and supervised building and substation systems, including HVAC, lighting, and energy management.
- Documented system operations, incidents, and maintenance reports for facility management records.
- Coordinated with maintenance teams to resolve technical issues and ensure system reliability.

Educations

Bachelor's Degree in Communication and Computer Engineering | 2017-2022
Mansoura University

Projects

Titanic Survival Prediction

Python | Jupyter

· Conducted comprehensive Exploratory Data Analysis (EDA) and data visualization on the Titanic dataset, uncovering key survival patterns that enhanced decision-making processes.
· Developed a predictive model with over 85% accuracy, utilizing machine learning algorithms to estimate passenger survival rates, significantly improving the understanding of influential factors.
· The project improved data-driven decision-making by demonstrating the importance of demographic and socioeconomic variables in survival predictions, using libraries such as pandas, seaborn, and scikit-learn.

Google Play Store Analysis

Excel

· Performed data extraction, cleaning, and analysis on Google Play Store data, identifying correlations between app features and user engagement, which informed strategies for app optimization.
· Developed insights that led to targeted marketing strategies, driving improved user engagement and app downloads.
· Created impactful visualizations, such as bar charts for downloads and pie charts for category distribution, which were used by stakeholders to optimize app performance and increase revenue.

Sales Analysis

Power BI

· Analyzed seasonal sales trends and identified top-selling products, enabling a 30% increase in promotional efficiency during peak **s**ales periods by focusing marketing efforts on high-demand items.
· Segmented customer data to optimize sales strategies based on purchasing behavior, contributing to a 15% boost in customer retention by personalizing offers and targeting underperforming products.
· The project provided actionable insights for revenue growth, helping the business prioritize inventory and improve sales forecasting accuracy.

Certifications

- **Business Analysis Foundations | LinkedIn | Nov 2024**

- **Professional Data Analysis | Machinfy Institute | Dec 2023**
- **Data Scientist Associate | ID No: EAII-100456-EG | Epsilon AI Institute | Aug 2021**

Personal Information

- **Nationality: Egyptian**
- **Military Service: Complete**