

Professional Profile

A Customer Service Professional with several years of experience in Data Analysis, and Retail my dedication to growing led me to have a Professional Data Analyst Nano Degree, and LSSYB Certification from the AUC.

I am a restless learner with an infinite journey in the space of knowledge, looking forward to joining a multinational company and grow in the process.

Core Skills

- MS-Excel and Power Query
- PostgreSQL
- Python Data Analysis
- Customer Service Metrics
- Team Player
- Troubleshooting
- Analytical Thinking
- Tableau, and Power Bi
- Linear Regression
- A/B Testing
- Dashboard
- Retail

Career Summary

May 2020 – Current Part-Time

Professional Data Analysis Freelancer at (Upwork, Freelancer)

- Data Collection, and Scraping using requests and BeautifulSoup.
- Data Analysis Using Python (Pandas, Numpy)
- Data Visualization and Dashboard Using Matplotlib, Seaborn and Tableau Public.
- Data Modeling
- Simple Linear Regression

Oct 2015 – May 2019

Account Advisor then Back Office at Raya CC, Etisalat UAE:

- Front line technical support for "IPTV, landline and ADSL"
- Create complaints, requests and follow up with the installation team.
- Follow up with technical team and customer to assure the installation of services and or product delivery.
- Create, maintain and follow up customer requests on CRM.

Oct 2005, Aug 2021 Part-Time

Retail Store Manager at Perfect for leather products:

- Analyze, monitor sales to meet objectives and target.
- Monitor inventory, orders, and vendors relationship.
- Managing pricing and negotiations.
- Monitor show room and discount offers.

Education & Qualifications

- **Bsc:** Management of Computer Information System (**2005**).
- **AUC:** Lean Six Sigma Yellow Belt
- **Udacity:** Data Analysis Professional Nano Degree.
- **LinkedIn:** Statistics Fundamentals, Excel Data Analysis, what if analysis.
- **DataCamp:** Introduction to Python, Intermediate Python, Data Visualization in Python and Merging DataFrames.
- **Google Academy:** Google Analytics Beginner.