

Professional Profile

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

Over the years I have gained experience in many fields, I am a Professional Data Analyst that understands and see Data from a domain expert eye, looking forward to join a company that has a similar mission like mine “using ML and AI to shape the future”.

Core Skills

- MS-Excel and Power Query
- PostgreSQL
- Python Data Analysis Lib's
- Seaborn and Matplotlib
- Goggle Analytics
- Tableau, and Power Bi
- A\B Testing
- Linear Regression
- Web Scraping
- Customer Service KPI's
- Team Player
- Retail

Career Summary

June 2019 – Current

Data Analysis Specialist at BakeWell:

- Data Collection, and Scraping using requests and BeautifulSoup.
- Data Analysis Using Python (Pandas, Numpy) and MS-Excel.
- Data Visualization and Dashboard Using Matplotlib, Seaborn and Tableau Public.
- Data Modeling.
- Simple Linear Regression, A/B testing.
- Monitor Company performance and manages other analysts.

Oct 2015 – May 2019

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

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

Oct 2005 - Aug 2015

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 DataFames.
- **Google Academy:** Google Analytics Beginner.