# Jumana Khaled Ezz

Statistician & Data Analyst

Cairo, Heliopolis, Egypt • +201023133888 • Jomanakhaliid@gmail.com

## Professional Summary

Dynamic Statistician and Data Analyst with 2–3 years of experience in analytics, research, and customer operations. Skilled in leveraging Python, R, Tableau, and CRM tools to analyze datasets, optimize processes, and deliver actionable insights. Proven ability to manage multiple projects under pressure, collaborate across teams, and drive efficiency in multinational environments. Seeking remote/hybrid data and business roles to apply analytical expertise in supporting strategic decision-making and operational excellence.

## Professional Experience

**CRM Manager** *KoMeals LTD, London (Remote)* July 2025 – Present

- Managed product and inventory data via Katana, ensuring precise tracking of ingredients, suppliers, and costs to support seamless operations.

- Streamlined supplier ordering and maintained nutritional/compliance data, reducing errors and enhancing product team efficiency.

- Optimized internal workflows using Monday.com and Lucid Charts, maintaining company process charts to boost team accessibility and productivity.

- Provided administrative support and verified data entry, contributing to cross-functional collaboration in a fast-paced environment.

**Junior Research Assistant** *American University in Cairo, Cairo (Hybrid)* October 2024 – Present

- in-depth research on various projects was conducted, performing literature reviews, data and performing statistical analysis to extract key insights from real-world datasets.

- Utilized R, Python, and Tableau to describe and visualize samples, enabling efficient knowledge extraction for multiple research projects.

- Collaborated with teams to analyze collected data, supporting publication-ready findings, and enhancing research outcomes.

**Utilities Manager & Accounts Admin** *Sentry Guardians LTD, London (Remote)* February 2024 – October 2025

- Oversaw the management of the utility account, including the setup, termination, meter submissions, and bill reviews, ensuring accuracy and compliance.

- Handled financial tasks such as invoice processing, deposit refunds, and credit control using Quick-Books and Xero, monitoring payments to minimize outstanding balances.

- Managed communications, customer inquiries, and caretaking coordination, resolving issues promptly to maintain operational efficiency.

- Demonstrated strong organizational skills by juggling multiple tasks, including document vetting and scheduling, in line with company policies.

**Customer Support Agent**       *Global Auto Group, Cairo*       June 2023 – October 2023

- Resolved customer complaints by working in collaboration with specialized departments, delivering effective solutions, and improving satisfaction rates.

- Various issues were dealt with with clear communication, ensuring timely resolutions in a high-volume environment.

**Integration Specialist**       *Meezy, Belgium (Remote)*       February 2023 – May 2023

- Mapped raw data, imported products, and tracked orders using Shopify and other software, optimizing integration processes for accuracy.

- Enhanced data flow and operational efficiency through precise tracking and management.

**Senior Customer Support Agent**       *Homzmart, Cairo (Hybrid)*       August 2021 – May 2022

- Addressed customer complaints and coordinated with teams to provide optimal resolutions, fostering positive experiences.

- Managed high-pressure situations, demonstrating adaptability and problem-solving skills.

**Editor & Team Leader**       *Elite Magazine, Cairo University*       January 2020 – January 2023

- Authored, translated, and designed articles in Arabic and English, conducting interviews with public figures to produce engaging content.

- Led the Elite Debates team and managed summer workshops for a team of five, enhancing content quality and audience engagement.

- Filled leadership roles in projects, showcasing time management and collaborative abilities.

## Education

**Bachelor of Arts in Statistics, Minor in Social Sciences Computing**       *Faculty of Economics and Political Science, Cairo University*       2020–2024

## Projects

- **Exploring Subjective Well-being in Egypt (2018)**: Data from national surveys analyzed to uncover determinants of well-being, using R, Stata, and Python for analysis, visualization, and insightful reporting.

- **Predictive Analytics for Student Academic Success**: Developed models to predict dropout risks based on demographic and performance factors, employing Python and R to inform intervention strategies.

## Skills

- **Technical Tools**: Zendesk, Shopify, Notion, Microsoft Suite, Google Suite, QuickBooks, Xero, Monday.com, Hococo, Katana, Lucid Charts, Arthur, Microsoft Access

- **Programming & Analytics**: Python, R (including data merging and fuzzy matching), Stata, SPSS, Minitab, HTML, CSS, Tableau, SQL, LaTeX

- **Soft Skills**: Report writing, data storytelling, problem-solving, time management, leadership (managed teams of 5+), cross-team collaboration, adaptability under pressure

- **Creative Skills**: Illustration and design (Instagram: @jomanakhalied), enhancing data visualization and presentations

## Certifications

- Excel Crash Course – Corporate Finance Institute

- PR & Audience audience participation – Hanns Seidel Foundation

- Inclusive Internship – Faisal Bank

- Administration of Elite Summer Workshops – Elite Magazine

## Languages

- Arabic (Native), English (Fluent), French (Intermediate)