

# Youssef Sedrak

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## Experience

<b>National Bank of Egypt (NBE)   Intern</b>	Aug 2024 – Aug 2024
<ul style="list-style-type: none"><li>Observed high-volume retail banking operations, workflows, and client service dynamics.</li><li>Led an independent project on customer satisfaction, proposing strategies to enhance client experience and operational efficiency.</li><li>Analysed employee-customer interactions, identifying challenges like extended wait times and client relation impacts.</li><li>Observed real-time problem-solving and conflict resolution in a fast-paced banking environment.</li></ul>	
<b>Commercial International Bank (CIB)   Intern</b>	Jul 2024 – Jul 2024
<ul style="list-style-type: none"><li>Gained exposure to key business concepts through specialized bootcamps: Digital Transformation, Data &amp; Financial Literacy, Entrepreneurial, and Human-Centric Interpersonal Skills.</li><li>Acquired insights into FinTech trends and retail banking fundamentals.</li></ul>	

## Skills

<b>Programming &amp; Scripting:</b> Python, SQL, R, HTML, CSS
<b>Analytical Tools:</b> Excel, Power BI, Access
<b>Technical Skills:</b> Data Preparation, Data Wrangling, Exploratory Analysis, Data Visualisation, Database Queries, Dashboard
<b>Professional Skills:</b> Analytical Reasoning , Problem Solving, Attention to Detail
<b>Language:</b> Arabic (Native), English (Proficient), French (Beginner)

## Projects

<b>Bellabeat – Google Professional Certificate</b>	Dec 2025 – Dec 2025
<ul style="list-style-type: none"><li>Performed a comprehensive analysis of smart device data to identify critical user activity patterns and wellness trends.</li><li>Executed extensive data cleaning and merging processes to resolve integrity issues, ensuring high-quality and accurate reporting.</li><li>Formulated data-driven strategic recommendations focused on enhancing user engagement and driving company growth.</li></ul>	
<b>AiRcruit – Graduation Project</b>	Feb 2025 – Jun 2025
<ul style="list-style-type: none"><li>Coded and managed the backend system, securely linking user inputs to a central database.</li><li>Collaborated with frontend team to develop dynamic, customized user interfaces based on user roles and preferences.</li><li>Utilized iterative development.</li></ul>	
<b>Movies Dataset – Udacity</b>	Feb 2022 – Feb 2022
<ul style="list-style-type: none"><li>Second milestone project in Udacity's Data Analysis Professional Track.</li><li>Used Python to analyse a large movie dataset, providing insights on factors like genre and budget to optimize industry revenue.</li></ul>	
<b>US Bikeshare Data Project – Udacity</b>	Jan 2021 – Jan 2021
<ul style="list-style-type: none"><li>First milestone project in Udacity's Data Analysis Professional Track.</li><li>Analysed a bikeshare dataset using Python to identify usage patterns and provide a comprehensive business overview.</li></ul>	

## Certifications

<b>Google</b>	<b>Data Analytics Professional Certificate</b>	<b>Dec 2025</b>
<b>TUM</b>	Basics of Cost Accounting: Product Costing	Nov 2023
<b>Microsoft</b>	<b>Work Smarter with Microsoft Excel</b>	<b>Oct 2023</b>
<b>UC San Diego</b>	Big Data Modelling and Management Systems	Oct 2023
<b>UC San Diego</b>	Introduction to Big Data	Sep 2023
<b>Udacity</b>	<b>Data Analysis Nanodegree Program (Challenger &amp; Professional Track)</b>	<b>Dec 2022</b>

## Education

<b>Helwan University</b>	Sep 2021 - Jun 2025
Bachelor's Degree, Business Information Systems (BIS) – GPA: 3.9/4.0 with Honours	