

# Mohammad Al-Khatib

Data scientist and Civil Engineer

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🏠 Al Jubeiha, Amman, Jordan

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## Contact

📅 Date of birth 11/24/1998

📄 Jordanian

📄 Driving licence

## Work Experience

### Data Science Internship [Orange Coding Academy](#) Amman

From May 2023 to July 2023

- Applied Python programming extensively to manipulate and analyze large datasets, enabling data-driven decision-making processes.
- Conducted data preprocessing and cleaning to ensure data quality and accuracy for downstream analysis and modeling.
- Leveraged statistical analysis techniques to validate hypotheses and draw conclusions from data experiments.
- Developed and implemented machine learning models using Python libraries, such as scikit-learn and TensorFlow, to solve real-world business problems.

### Customer Service Executive [ARAMEX](#) Tla al-Ali

From March 2023 to June 2023

- Provided customer service to clients by answering questions, resolving issues, and addressing concerns in a timely and professional manner.
- Handled high volumes of inbound and outbound customer calls and emails, consistently meeting or exceeding established performance metrics.
- Documented customer interactions and feedback in company software to track and report on customer trends and issues.

### Customer Service Associate UK [AMAZON](#) Al-Abdali

From August 2022 to December 2022

- Processed customer orders, refunds, and exchanges accurately and efficiently, ensuring customer satisfaction and timely delivery of products.
- Utilized customer service software and tools, such as Amazon's CRM system and ticketing systems, to provide efficient and effective customer support.
- Maintained a high level of product knowledge and familiarity with Amazon's policies and procedures to effectively communicate information to customers and resolve issues efficiently.

### Site Engineer [BAHA Consultant Engineering](#) Smart parking system-600 car Project

From November 2021 to April 2022

- Gathering and submitting reports to management and/or higher-level managers
- Quantity Surveying
- Examining and analyzing products, activities, designs, and works-in-progress before approval
- Enforcing all safety regulations on the construction site to ensure that all activities are disseminated safely

## Education

### Bachelors in Civil Engineering [Applied Science Private University](#)

Amman, Jordan

From September 2016 to March 2021

## General skills

Adaptability

Organizational Skills

Data Analysis

Data Visualization

Research

Teamwork

## Technical Skills

SQL

Python

HTML

CSS

Power BI

Microsoft Office

AWS

## Certificates

[Orange Coding Academy](#) - Data science Certificate

Python certificates ( Multiple )

SQL

HTML

CSS

## Languages

Arabic

English