

# Hala Gharaibeh

+962788659191 | halagharaibeh21@gmail.com | [linkedin.com/in/hala-gharaibeh](https://www.linkedin.com/in/hala-gharaibeh)  
[github.com/halagharaibeh21](https://github.com/halagharaibeh21)

## Personal Statement

---

I am a lover of organizing information and spotting patterns. My early interest in using software to manage data grew into a strong drive to explore tech and data analysis.

## Experience

---

### Volunteer

May 2024 – Mar 2025

- Volunteered in 5+ charity events, supporting logistics for groups of 50+ attendees.
- Selected as a **subteam leader** for one event, where I organized team members, delegated tasks, and ensured smooth collaboration within a larger team.
- Demonstrated **agility**, teamwork, and strong communication.

### Student Volunteer

- Coordinated with students and faculty from **3 departments** to resolve **8 timetable conflicts**, improving schedule accessibility for peers.
- Explained complex academic topics and created detailed explanatory notes and summaries in **18 courses**.

## Projects

---

### Data Tidying

- Conducted comprehensive exploratory data analysis on a **19,382-entry TikTok dataset**, identifying and handling missing values, outliers, and variable distributions.
- Discovered significant behavioral patterns, including higher engagement rates for claim videos vs. opinion videos, and nuanced impacts of author ban status on engagement.

### Power BI Nike Shoes Dashboard

- Designed an interactive dashboard in Power BI to visualize data from **500 Nike shoes**, showing images, prices, reviews, and ratings.
- Implemented product-level filtrate with agile visuals and summary statistics for improved product comparison.
- Emphasized a clean, visual-first layout to highlight key insights and product details clearly and intuitively.

### Call Center Performance Dashboard

- Developed a Power BI dashboard to monitor and analyze **5,000 call center records**, covering key KPIs such as customer satisfaction, resolution rates, and agent efficiency.
- Built interactive visuals and filtrate for real-time tracking of monthly trends and agent-level performance.

## Licenses and Certifications

---

- Google Advanced Data Analytics Professional Certificate: Get Started with Python
- Google Advanced Data Analytics Professional Certificate: Foundations of Data Science
- Kaggle: Intro to machine learning

## Technical Skills

---

**Programming Languages & Libraries:** Python, pandas, NumPy, matplotlib.pyplot

**Tools & Platforms:** Power BI, Tableau, Microsoft Excel, Microsoft Word, Microsoft Collab, Notion.

**Languages:** Arabic(Native), English(Advanced).

**Soft Skills:** Teamwork, Workflow Design, Stakeholder Communication, Strategic Planning