JAD ISTANBELLY

Canadian Citizen | Business Analyst | **https://jadistanbelly.github.io/** | Toronto, ON | 647-323-3127 | jadelkareem@hotmail.com

SKILLS AND ABILITIES

Programming Language: R, SQL, Python

Concepts: Machine Learning, Statistical Analysis, Data Analysis, Data Visualization, Data Cleaning/Preparation, Query search, Databases

System Software: RStudio, Microsoft Office (including Word, Excel, PowerPoint); Team-Dynamix (Ticketing System); DB Browser; Visual Studio Code; MySQL; Tableau

Teamwork: Collaboration with coworkers and other stakeholders to diagnose and solve IT problems

Customer Service: Effectively help over 25 people a day in my role as a Help Desk Analyst, offering guided support on new applications, technologies, and architecture

Troubleshooting: Analyzed customer's computer issues and assessed possible solutions to utilize and provide a trouble-free workspace

Go-getter: Influenced management with new ideas and methods that prioritize customer experience and improve employee productivity

COURSE/PROJECT EXPERIENCE

Econometrics

Saint Mary's University, Halifax

- Constructed and evaluated various regression models to find the best fit for the datasets
- Created hypothesis tests to determine common statistical problems such as Auto-correlation and Heteroskedasticity then implemented solutions to these issues
- Built a logistic regression model to classify top priced houses with the specificity and precision rate of 95%

Applied Machine Learning

Saint Mary's University, Halifax

- Developed parameter grids to tune several Machine Learning models and find the top algorithm for each problem
- Assembled popular Machine Learning models such as Random Forest, KNN, GBM, CART
- Designed charts using ggplot and base R to visualize and explain variable importance

Research Seminar

Saint Mary's University, Halifax

- Programmed LASSO, Random Forest, Gradient Boosting models to solve Regression and Classification problems regarding real-life COVID data
- Explained variable importance using permutation testing and constructed the appropriate charts using R and Tableau
- Summarized COVID data findings in a working research paper soon to be published

OTHER EMPLOYMENT HISTORY

EIT Help Desk Analyst

Saint Mary's University, Halifax   Oct. 2018 – Dec. 2021

- Communicated with over 25 customers a day by phone, email and in person, helping students and staff with technology issues on campus using troubleshooting skills to ensure customer satisfaction
- Performed basic reception duties such as greeting customers, transferring calls, and guiding lost customers around campus, maintaining smooth office operations
- Created and updated Knowledge Base articles to help streamline IT solutions in a clear and methodical manner for clients to follow
- Documented all support interactions and troubleshooting on TeamDynamix for tier 2 support and future reference.
- Evaluated then assigned appropriate service requests to the responsible teams ensuring detailed and clear tickets for quick remediation on TeamDynamix

End User Desktop Support Analyst

Saint Mary's University, Halifax   June – August 2019

- Explained then closed service tickets and managed inventory of technological assets on campus using Team-Dynamix.
- Connected with end users by person, phone, and email, solved Tier 2 technological issues staff and faculty had raised on campus using technical solutions in a user-friendly and professional manner to ensure customer satisfaction.
- Participated in The Evergreen Program, deployed new assets and recycled older assets from end users through appointments over the phone and email
- Repaired hardware issues on computers replacing any broken parts and coordinating warranty calls through email
- Presented various suggestions to management to help increase workflow and efficiency between Tier 1 and Tier 2 support

EDUCATION

Bachelor of Commerce - Business- Finance & Economics   Graduate 2021
Saint Mary's University, Halifax, Nova Scotia