

PROFESSIONAL DEVELOPMENT

Udacity | Data Analyst for Enterprise Nanodegree | November 2018 - May 2019

- Learned to organize data, uncover patterns and insights, draw meaningful conclusions, and clearly communicate critical findings using Python, R, SQL, Tableau and spreadsheets.
- Applied my acquired skills in 8 different projects that are presented on my GitHub profile.

WORK EXPERIENCE

TrickleHR, Egypt | Recruitment automation software

- **Product Manager** | June 2017 - July 2018

- Developed and optimized an agile product development workflow and implemented it on Jira Software.
- Roadmapped and prioritized the product features based on the customers' business needs and strategic goals.
- Coordinated between the management and implementation teams while facilitating the continuous delivery process.
- Monitored and analyzed the product usage in the alpha phase through internal dashboards and Google Analytics.

Unplugged, Egypt | Digital agency

- **Co-Founder & CEO** | July 2013 - December 2016

- Established the agency and progressively grown the team from 2 to 16 members while maintaining a 12% employee turnover rate which is two-thirds the market average.
- Formulated the agency's growth strategy that helped us maintain an average of 90% annual growth in sales and delivering 126 projects for 70 clients including companies like Vodafone, AstraZeneca, Lexus, and Toyota.
- Planned and delivered internal and external training sessions on topics like communication, group dynamics, and UX.
- Created and managed internship programs for 31 interns of which 7 were hired by Unplugged.
- Formed a partnership with the German University in Cairo to deliver an elective course on front-end development to 64 graduating students to maintain a pool of skilled candidates.
- Presented entrepreneurship sessions in universities and student clubs to draw the interest of potential employees.
- Introduced El Noor Geh platform to support Egyptian consumers in reducing and regulating electricity consumption.

Coterique, Egypt | Fashion e-commerce platform

- **Co-Founder & CTO** | January 2013 - July 2013

- Generated the business and operational models that got the company incubated and seed funded by Flat6Labs Cairo.
- Developed the back-end and front-end of an e-commerce platform that was integrated with the partners' stores.

Vodafone, Egypt | Telecommunications company

- **Global Frontline Support Engineer** | January 2011 - May 2012

- Monitored, analyzed, and dispatched requests through ticketing systems, emails, and phones.
- Designed and delivered training sessions for all the employees within the Infrastructure Service Desk team.
- Synchronized the internal training processes with the requirements from Vodafone Group in Germany.

VOLUNTEER EXPERIENCE

CISV, International | Peace education NGO

- **International Active Volunteer** | October 2009 - Present date

- Planned and delivered camps, sessions, and workshops to hundreds of participants from over 30 countries.
- Organized educational and fundraising events of varying sizes from 10 to 1000+ attendees.

- **CISV Egypt Board Member & Communication Officer** | April 2016 - April 2017

- Streamlined the application processes by structuring and implementing their transfer to an online platform.
- Executed all offline and online branding activities that boosted CISV Egypt's local exposure.
- Governed CISV Egypt while setting, evaluating and improving its strategic direction in monthly board meetings.

SKILLS

Tools: Excel, Google Analytics, Tableau, A/B Testing, Git, Jira Software(Scrum), PowerPoint, WordPress, SEO

Programming: Python for Data Science, SQL, HTML, CSS, JavaScript, Responsive Frameworks

Languages: Arabic (Native speaker), English (Fluent) FluentIQ certificate

EDUCATION

German University in Cairo, Egypt | Bachelor Degree of Science in Media Engineering and Technology

Major: Computer Science and Engineering

GPA: 1.58 (Very Good with Honors)

Graduation: June 2010