

Munirah Abdualh Alzuman

Riyadh, Saudi Arabia | Ph (+966) 562879646 | Email: munirah.alzuman@gmail.com |

LinkedIn: [linkedin.com/munirah-alzuman](https://www.linkedin.com/munirah-alzuman) | Portfolio: github.com/mAlzuman

Skills

- SQL (MySQL, BigQuery)
- Microsoft Power BI
- Excel (VLOOKUP, Conditional Formatting, Pivot Tables)
- Tableau
- Python (Pandas, NumPy)

Projects

Customer Behavior and Churn Analysis – Boot Camp Project

- Analyzed customer behavior by demographics, seasonal activity, country-specific preferences, and subscription trends
- Utilized BigQuery for exploratory data analysis (EDA), examining data quality, identifying inconsistencies, and generating summary statistics
- Established a secure connection to BigQuery in Power BI, importing data to create interactive visualizations and dashboards.

Financial Analysis: RealPage vs. AppFolio (2013-2020) – Internship Project

- Reviewed annual reports from 2013 to 2020 for RealPage and AppFolio to extract necessary data.
- Utilized Excel to analyze financial metrics (e.g., revenue growth, gross profit, net margin, return on equity (ROE), and return on capital employed (ROCE).
- Aggregated and visualized the data using Tableau to compile a professional report.

Work Experience

Quality Control Analysis - Ego Company | May 2023 - Dec 2023

- Determined KPIs and metrics to gauge compliance with the comprehensive quality of service provided
- Assessed trip and driver performance metrics to boost operational efficiency
- Regularly reviewed team performance metrics to identify training and support improvement opportunities
- Produced detailed monthly performance reports using data from the CRM system and dashboard

Quality Specialist (Tamheer) - SAL Saudi Logistics Services Member of the Airline | Sep 2022 - Mar 2023

- Conducted root cause analysis for identified issues or non-conformities
- Recommended and implemented specific corrective and preventive actions
- Developed and refined business process re-engineering to enhance current processes
- Followed up on corrective actions to ensure effectiveness
- Conducted regular internal audits to ensure compliance with ISO 9001:2015 QMS quality standards

Data Analysis (Intern) - Debt Protect Company | Apr 2022 - Jun 2022

- Studied the U.S. real estate asset management software industry including competitive landscape, opportunities, demand, and venture funding
- Analyzed the market size by calculating Debt Protect 's TAM, SAM, and SOM
- Built 5-year revenue and expense projections to develop product and go-to-market strategies

Education

Bachelor of Computer Information Systems
Prince Sattam bin Abdulaziz University

Data Analytics Boot Camp - Saudi Digital Academy - Feb 2024 - May 2024

Award

- CompTIA Data+ Certification