

Khulood Faisal

Business Intelligence Analyst



Makkah Province, Makkah, 23526



050-491-9641



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Determined and diligent Graduate from the University of King Abdulaziz, majoring in Information Systems, Decision Support track.

Eager to contribute the team success through handwork, attention to detail, and excellent leadership skills. Interested in developing web apps and analyzing data and making decisions based on tools such as excel. Moreover, training models to make predictions using Google cloud. Capable of learning new frameworks and processes, adaptable to circumstances and challenges. Fast learner, good negotiator, presenter, and demonstrate leadership skills along with problem-solving abilities.



Skills

- Web development project
- CSS
- Programming
- HTML
- JavaScript
- Technical Writing
- Attention to Detail
- Data analysis
- Computer Skills
- Active Listening
- Flexible and Adaptable
- Team building
- Knowledge of business operations
- Business intelligence tools



Work History

• **Business Intelligence Intern at Nahdi**

Ayman Mohamed Abdelazem, Jeddah, Saudi Arabia

- Participated in team-building activities to enhance working relationships.

2022-03 - Current

2018-09 - 2018-10

- Implemented and evaluated artificial intelligence and machine learning algorithms and neural networks for diverse industries.
- Leveraged artificial intelligence and machine learning algorithms for standalone products and enhanced existing product offerings.
- Transformed raw data to conform to assumptions of machine learning algorithm.
- Researched, designed and implemented machine learning applications to implement company's churn model and got predictions with high accuracy of 81%
- Tuned systems to boost performance.
- Carried out day-to-day duties accurately and efficiently.

Marketing Intern

Juleb , Jeddah, Makkah

- Conducted 3 consumer surveys and gathered data on purchasing habits for use in branding efforts
- Performed market analysis and researched latest trends
- Took detailed notes of progress, processes, and industry details to better understand marketing and company protocols.

2017-01 - 2018-06

Barista

Homegrown Market, Jeddah, Makkah

- Average shifts with consistently positive customer satisfaction scores
- Recommended products to average of 10 customers per day based on solid understanding of individual customer needs and preferences
- Cleaned counters, machines, utensils, and seating areas daily
- Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots, and other equipment
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales

2017-05 - 2017-07

Call Center Agent

Soliman Fakeeh Hospital, Jeddah, Makkah

- Assisted 50 customers per day by answering questions, responding to inquiries, and handling telephone requests
- Received multiple positive reviews acknowledging dedication to excellent customer service
- Analyzed and escalated complaints, issues and grievances to designated departments for investigation and response
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions
- Adhered to company policies and scripts to consistently achieve call-time and quality standards

2016-01 - 2022-01



Education

Bachelor of Science: Computer and Information Systems

University of King Abdulaziz - Jeddah



Accomplishments

- Published a scientific paper about Life Expectancy based on Machine Learning and Structured Predictors at 2021 3rd International Conference

on Algorithms, Machine Learning and Signal Processing

- Completed 362 hours of Cybersecurity Development Online Training at the Ministry of Communications and Information Technology
- Developed a Crowdfunding Platform for University Students for my graduation project using MongoDB, Node.js, and Express



Certifications

2021-10



AI for Business Udacity

2022-04



Python for Data Science & Machine learning Bootcamp Udemy

2022-05



Machine Learning A-Z™: Hands On Python & R In Data Science