

# Sherif Omar Radwan

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## OBJECTIVE

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Seeking a challenging opportunity in the field of Big Data Analytics, where I can leverage my technical and business skills, turning data into valuable insights to produce tangible business outcomes.

## ACADEMIC BACKGROUND

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**Bachelor of Science**, Computer and Systems Engineering.

Faculty of Engineering, Ain Shams University.

Graduation Date: July 2006.

## SUMMARY OF CERTIFICATIONS

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**PMI Certified Project Management Professional, PMP®**

**Dell EMC Proven Professional**

- EMCCAE Cloud Architect, IT-as-a-Service Expert
- EMCCA Cloud Architect, Virtualized Infrastructure Specialist
- EMCISA Information Storage Associate
- EMCDSA Data Science Associate
- EMCDS Data Scientist, Advanced Analytics Specialist
- Certified Scrum Product Owner®
- ITIL® Foundation Certified
- Dell Lean Six Sigma Yellow Belt Certified
- Pivotal Certified Spring Professional

## PROFESSIONAL EXPERIENCE

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**Chalhoub Group, Dubai Design District**

**Nov 2019 – Present**

*Analytics Lead, Group Supply Chain*

- Worked on the Technical Design for the proof-of-concept of the End-to-End View of Supply Chain Data Product.
- Used Google BigQuery along with Looker to process Terabytes of Stock, Sales, and Product Data to define, calculate, and present the first wave of Major Supply Chain KPIs.
- Worked closely with Senior Leadership, Brand and Division Heads, Supply and Demand Planners to continuously show the results and derive actionable recommendations.

**Unilever**

**Oct 2018 - Nov 2019**

*Data Analytics Lead, Digital Supply Chain Transformation Team*

- Lead Unilever's Digital Data Analytics Roadmap across the MENA, Turkey, and Russia Clusters.
- Built Predictive and Optimization Models for multiple use cases across the IoT domain, helping Unilever's factories in the region save cost and improve maintenance.

- Worked with Senior Leadership across the Gulf region to build Demand Forecasting Models for different Product Categories Unilever produces.
- Steered the implementation of End to End Planning solutions optimizing Inventory Levels, Logistics Performance, and Customer Satisfaction.
- Enabled better decision making to various stakeholders in the Supply Chain organization building Universal Dashboards to improve major business KPIs.

## **Dell Technologies**

**Jun 2014 – Oct 2018**

*Big Data Champion – Big Data Enablement Program for Egypt COE*

Was part of the champions' team selected as part of the COE's strategy to create and derive value out of Big Data opportunities combining both leadership and technical skills.

Built Models for Customer Retention, Logistics Efficiency, and Customer Satisfaction Prediction.

Areas of Expertise:

- Statistical Model Evaluation, Hypothesis, and A/B Testing
- Predictive Analytics, Classification, Clustering, and Decision Trees
- Advanced Analytics Tools (Tableau, MS Power BI, SAS)
- In-Depth R Knowledge (Data Structures, Preprocessing, Model Building and Validation)
- The Hadoop Ecosystem (MapReduce, Hive, Pig, Spark)
- Data Visualization

## **Dell Technologies**

**Sep 2010 – Oct 2018**

*Advisor – Install Base Group*

Sep-2018 – Oct 2018

*Senior Analyst – Install Base Group*

Jul 2014 – Sep 2018

*Analyst – Install Base Group*

Sep 2010 – Jul 2014

The Install Base is the system of record for all of the products that Dell sells, serves or manages and their relationship to Dell's customers. The Install Base brings together data from different business functions into one data pool where value can be driven to support business decisions.

## **Responsibilities**

- Conducted in-depth Data and Business Analysis leveraging the value of Analytics to different internal customers and stakeholders our team interacts with.
- Worked cross-functionally with groups throughout EMC to increase the integrity of the Install Base including Customer Service, Contracts, Logistics, Engineering, Sales, Inside Sales, Manufacturing, Partners, and Corporate Quality.
- Used my analytical skills to derive, initiate, and manage projects targeted to enhance our internal customer experience, and increase financial success of our renewals team.
- Leveraged my technical capacity to build automation systems to handle massive amounts of data from boxes dialing home, directly impacting the efficiency of the team.
- Used Oracle OBIEE dashboards and SQL to detect anomalies and outliers and initiate cleanup projects which increased revenue and data integrity.
- Built a wide knowledge of CRM systems including Salesforce, SAP, and Oracle Business Intelligence Suite, and effectively used them to meet customer expectations.
- Continuously gathered database trends of internal customer behavior and conducted root cause analysis to isolate potential problems and predict possible opportunities that enhance performance or generate revenue.

- Coached junior members of the team providing feedback, mentorship, and training whenever needed.

#### **Dell Excellence Awards**

- Bronze R&R, End-of-Quarter Hero, July 2018, March 2016, and March 2013
- Bronze R&R, Automation of ELA process, February 2012
- Bronze R&R, Automation of UWQ process, October 2011
- 11 Cause For Applause R&R

#### **Attended Courses**

- Advanced Project Management workshop, PM House
- Time Management, Dale Carnegie
- High Impact Presentations, Dale Carnegie
- Commune out Workshop, Mirqah
- Think Up, Mirqah
- Brand Me, Edge Consulting
- Microsoft Project 2010, PM House
- Greenplum Architecture, Administration, and Implementation, EMC Internal
- VMware vCloud Automation Center – Install, Configure, and Manage, EMC Internal
- DevOps: What, Why, and How, EMC Internal

#### **Armed Forces “Information Systems Department”**

**Jul 2007 - April 2009**

*Software Engineer*

##### **• Information Systems Branch**

**Oct 2007 - April 2009**

- Designed and developed Windows-based solutions that help automate the internal work of the department, using Visual C#.NET along with MS SQL Server 2005.
- Participated in developing web pages using ASP.NET 2.0 web form controls, custom user controls, HTML server controls, AJAX controls, and JavaScript.
- Developed code for data access routines in ADO.NET, which involved manipulation of data, transaction processing and exception handling.
- Assisted in different phases of software development life cycle including requirement gathering, analysis, design, coding, and testing.
- Trained staff members on software utilization and provided ongoing software support.
- Maintained the availability, functionality, and performance of the networking and computing environment, including the network operating systems, network devices, and backup systems.

##### **• Information Systems Institute “ISI”**

**Jul 2007 - Oct 2007**

- Involved in the database design phase of a Smart Card Identification system including gathering system requirements and conducting detailed data modeling for the database to be developed.
- Participated as a member of a research team responsible for analyzing, documenting and neutralizing the behavior of certain viruses.
- Attended an intensive information systems course covering several areas like ASP.NET 2.0, ADO.NET, C#, MS SQL Server 2005, HTML, XML, and JavaScript.

## CAREER RELATED PROJECTS

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### • Graduation Project

- Developing an application that detects Clusters and Outliers in databases as a key point in the Data Mining process using some of the standard clustering algorithms combined with AI techniques like GA and Fuzzy Clustering, implemented in C#.
- Designed and implemented Newspaper Delivery software that automates the daily operations of a newspaper distributing company, using Visual C#.Net.
  - Created a Windows-based solution that helps monitor the performance of remote computers in a LAN using the WMI component of the .NET Framework.
  - Worked with sockets and implemented a multi-threaded web server application that is capable of handling multiple HTTP requests, developed in Visual C#.Net.
  - Developed a MADALINE neural network desktop application which is trained to be used for Pattern Classification, implemented in Visual C#.NET.
  - Implemented in C++ a Data Dictionary application that performs different queries on the entered data. Also, allows saving and loading.
  - Used C++ to develop the LMG (Legal Move Generator) of a Chess-Playing program.
  - Developed C++ applications that solve mathematical problems in Control Theory.
  - Worked on UML Diagrams including Class Diagrams, Sequence Diagrams, Activity Diagrams, and Use Case Diagrams.

## TECHNICAL SKILLS

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<b>Languages</b>	: C#.NET, C++, ASP.NET, HTML, XML, JavaScript, Java, R, Python.
<b>Databases</b>	: SQL Server 2005, Oracle 11i, MS Access, Toad client, Greenplum.
<b>Operating Systems</b>	: Windows (95/98/ME/2000/XP/Server 2003/VISTA), Linux.
<b>Applications &amp; Tools</b>	: VS.Net 2005/2003, Visual Studio 6, Visual SourceSafe 2005, MS Visio 2003, MS Office (2000/2003/XP/2007), MATLAB, iMacros, HP LoadRunner, R Studio.

## LANGUAGE SKILLS

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- Fluent written and spoken English and Arabic.
- Fair knowledge of German.

## HOBBIES AND PERSONALITY

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- Reading and Traveling.
- Playing Guitar.
- Ambitious and keen to learn and eager to gain more qualifications.
- A good team player and interested in the success of my team.

## PERSONAL DETAILS

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Nationality	: Egyptian.
Date of Birth	: Jan 7 <sup>th</sup> , 1984.
Marital Status	: Single.
Military Service	: Fulfilled, served as a Reserve Officer, Discharge Date: April 1 <sup>st</sup> , 2009.

## REFERENCES

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Academic and professional references are available upon request.