

Zeineb Eya Rahmani

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PROFILE

As a computer science engineer specializing in ERP and Business Intelligence, I am passionate about transforming data into actionable insights and optimizing decision-making processes. My extensive experience in data analysis, machine learning, and quality assurance positions me as a versatile and results-driven professional, eager to contribute to innovative projects that drive business success.

EDUCATION

Engineering Degree in Computer Science
Ecole Supérieure Privée d'Ingénierie et de Technologies (ESPRIT)
September 2019 – December 2024
Ariana, Tunisia

LANGUAGES

Arabic — Native • **English** — Bilingual •
French — Fluent • **German** — Beginner

SKILLS

Programming Languages: Python, R, Java, C/C++/C#, JavaScript, TypeScript
Quality Assurance: Manual & Automated Testing (Selenium/Puppeteer), End-to-End, Unit, Regression, Integration, API, Performance, Smoke & Sanity Testing; Defect Tracking
Business Intelligence: Power BI, Looker, Data Studio, Tableau, Excel, Dynamics 365, Google Sheets
Project Management & Collaboration: Agile (Scrum, Kanban), Jira, Trello, ClickUp, Notion
Database & ERP: SAP BW, SAP ABAP, SQL Server (Data Tools, Management Studio), dbt
ETL & Integration: SSIS, SSAS, SSRS, Talend, NiFi

PROFESSIONAL EXPERIENCE

WeCraft

Business Intelligence engineer

February 2024 – September 2024 | Centre Urban Nord, Tunisia

- Translate business objectives into specific data requirements and extract valuable insights, increasing decision-making efficiency by **30%**.
- Set up data collection processes from diverse sources, managing data within centralized data warehouses like BigQuery, which leads to a **40%** improvement in data accessibility.
- Orchestrate data workflows using tools such as Cloud Composer and DataFlow, reducing workflow completion time by **25%**.
- Monitor KPIs related to finance and accounting, integrating machine learning algorithms for fraud detection, resulting in a **20%** reduction in fraud cases.

Quality Assurance Engineer

June 2022 – September 2024 | Centre Urban Nord, Ariana, Tunisia

- Conduct system specification reviews, manual and automated testing, and post-release testing across multiple projects, including **Deeprise** (Industry 4.0), **Uvey** (Accounting), and **Rektic** (SEO).
- Create test plans based on project requirements
- Meticulously review and analyze system specifications, achieving a **95%** accuracy rate.
- Execute **200+** test cases, both manually and through automated means, with a **90%** defect identification rate.
- Evaluate product code to ensure alignment with provided specifications, achieving a **98%** compliance rate.
- Maintain test documentation, including test cases and test plans
- Create comprehensive logs to document testing phases and any identified defects, improving defect resolution time by **30%**.
- Actively collaborate with development teams during the resolution process, contributing to a **25%** faster issue resolution rate.
- Contribute coding fixes using technologies like Quarkus (backend) and Angular (frontend), addressing **50+** issues.
- Conduct post-release and post-implementation testing to maintain and enhance software quality, reducing post-release defects by **15%**.
- Collaborated closely with the Product Owner to plan and prioritize release schedules, ensuring timely delivery of high-quality features and improvements, contributing to a **20%** reduction in time-to-market.
- Design, develop, and maintain a Power BI dashboard for tracking defect resolution performance, including:
 - Gather and integrat data from various sources such as Trello and internal databases to provide real-time insights into defect resolution progress.
 - Creat visualizations that highlight key performance indicators (KPIs) like defect identification rates, resolution times, and post-release defect occurrences.
 - Implement data transformation and modeling techniques to ensure accurate and relevant data is displayed on the dashboard.
 - Regularly updat and optimise the dashboard based on stakeholder feedback and evolving project needs, ensuring continued relevance and usability.
 - Conduct in-depth analysis of the data presented on the dashboard to identify trends and areas for improvement, leading to a **20%** improvement in defect resolution efficiency.

ABSHORE

FullStack Developer

August 2021 – September 2021 | Les Berges Du lac , Tunis, Tunisia

- Revitalized the Corporate Website:
 - Led the complete redesign and implementation of the company's website using WordPress, resulting in a **40%** increase in web traffic and a **50%** improvement in user engagement. Enhanced the site's SEO, leading to a **30%** boost in search engine rankings.
- Developed a High-Performance Web Application:
 - Architected and developed a modern web application with Symfony, seamlessly integrating both frontend and backend components. Optimized application performance, reducing load times by **45%** and increasing user satisfaction by **35%**. Delivered a robust, scalable solution that improved operational efficiency by **40%**.

Societe Industrielle de Fabrication d'Anses (SIFA)

Enterprise Resources Planning Analyst

August 2020 – September 2020 | Ben Arous Governorate, Tunisia

- Utilized ERP system for efficient salary processing and management.
- Employed ERP system to manage and track inventory.
- Managed human resources operations using ERP system.
- Oversaw resource allocation through ERP system functionalities.
- Leveraged ERP system for client management tasks.
- Handled sales operations using ERP system.

PROJECTS

BCG Data Science Job Simulation on Forage

September 2024

- Completed a customer churn analysis simulation for XYZ Analytics, demonstrating advanced data analytics skills, identifying essential client data and outlining a strategic investigation approach.

Cloud Technologies: Cloud Composer, Google BigQuery, Looker Studio, Google Storage, Data Studio, SAP Analytics Cloud

Data Management & Analysis: Data Visualization, Preparation, Collection, Analysis, Mining, Warehousing, Modeling, Wrangling, Cleaning, Feeds, Flow, Pipelines, Streaming

Business Analysis & Insights: KPI Analysis, Data-Driven Insights, Key Metrics, Reporting, Market Research

Marketing & Strategy: Marketing Mix Modeling, Customer Segmentation, SWAT Analysis

Design Tools: Adobe XD, Illustrator, Figma, Photoshop

Soft Skills: Presentation, Interpersonal, Teamwork, Detail-Oriented, Problem Solving, Project Documentation, Organization

- Conducted efficient data analysis using Python, including Pandas and NumPy. Employed data visualization techniques for insightful trend interpretation.
- Completed the engineering and optimization of a random forest model, achieving an 85% accuracy rate in predicting customer churn.
- Completed a concise executive summary for the Associate Director, delivering actionable insights for informed decision-making based on the analysis.

Business Intelligence Project : World Development Indicators [↗](#)

January 2023 – June 2023

- Successfully gathered, integrated, and processed over **10 million** records from complex datasets related to health systems, risk factors, climate variability, emissions, energy, freshwater, agriculture, and rural environments.
- Designed and implemented a sophisticated decision-support dashboard using Power BI, significantly reducing data analysis time and improving accessibility to critical insights.
- Conducted in-depth analysis and visualization of data, resulting in an increase in accuracy for trend assessments and enhanced understanding of project sustainability performance.
- Developed and incorporated sustainable development indicators, leading to a substantial improvement in project performance evaluation.
- Executed data cleaning and integration of multiple data sources, achieving an enhancement in data quality with fewer errors.
- Created interactive dashboards featuring advanced filters, dynamic charts, and comprehensive reports, boosting access to key information and facilitating informed decision-making.

InsightFlow: Crafting Clarity in Online Retail Data

January 2024

- Developed a robust data pipeline using Apache Airflow and Google Cloud Storage, increasing data processing efficiency.
- Implemented comprehensive data quality checks using Soda for BigQuery, ensuring data accuracy.
- Utilized dbt to transform raw data into meaningful dimensions and facts, developing insightful analytics, improving reporting accuracy.

SAP BW Project : Retail

October 2023

- Managed and analyzed sales and stock data for a specific product, handling data for over **100,000** transactions.
- Utilized SAP BW (Business Warehouse) to consolidate and integrate information, creating a centralized repository that improved data retrieval speed.
- Monitored product sales and stock levels systematically, enabling data-driven decision-making, leading to an increase in inventory turnover.

Dynamis CRM 365 Project : Real Estate CRM

October 2023

- Customized CRM Dynamics 365 solution for a real estate management company, resulting in an improvement in customer relationship management efficiency.
- Developed a comprehensive data model and configured automation processes, reducing manual data entry.
- Implemented dynamic form behavior using JavaScript and integrated a Business Process Flow within Dynamics 365, enhancing user experience.

DevOps Project: Spring Boot Application Pipeline [↗](#)

November 2023

- Led the development of a robust DevOps pipeline for a Spring Boot application, automating the build, test, and deployment processes.
- Utilized a combination of industry-standard tools and best practices to ensure efficiency, reliability, and scalability throughout the pipeline.
- Implemented continuous integration and continuous delivery (CI/CD) using Jenkins and Git, enabling seamless integration of code changes and automated builds.
- Integrated JUnit for automated unit testing, ensuring code quality and identifying issues early in the development cycle.
- Implemented Sonar for code analysis, providing insights into code quality, security vulnerabilities, and technical debt.
- Utilized Nexus as a repository manager for storing and managing artifacts, ensuring consistency and reliability in artifact management.
- Orchestrated containerization using Docker, enabling deployment consistency across different environments.
- Implemented Docker Compose for managing multi-container Docker applications, simplifying deployment and scaling processes.
- Integrated Prometheus and Grafana for monitoring and visualization, enabling real-time monitoring of application performance and resource utilization.
- Ensured adherence to DevOps principles and practices, including automation, collaboration, and continuous improvement, fostering a culture of continuous enhancement and collaboration.

CERTIFICATES

Certificate Of Achievement Digital Marketing Analytics:

Master the Art of Data Visualization With Tableau Public [↗](#)

Thinking Like an Analyst [↗](#)

Designing a SAP Solution [↗](#)

Implementating a SAP Solution [↗](#)

Dashboard In A Day Certificate Of Completion [↗](#)

Introduction To Microsoft Azure Cloud Services [↗](#)

Microsoft Azure Management Tools and Security Solutions [↗](#)

Microsoft Azure Services and Lifecycles [↗](#)

Preparing For AZ-900 Microsoft Azure Fundamentals Exam [↗](#)

Certificate Of Accomplishment Power BI Fundamentals for Data Analytics: [↗](#) Credential ID: 379

Certification of Completion Introduction to Data Studio