

Amr Zaki

Data Analyst

Data Analyst with expertise in collecting and analyzing call center data to identify trends and patterns. Proficient in generating reports and dashboards using Power BI, Tableau, and Excel to visualize key metrics and performance indicators. Experienced in developing data-driven strategies to optimize call center efficiency. Skilled in using MSSQL, MySQL, and Python for data extraction and manipulation. Fluent in English with excellent communication and presentation abilities. Seeking to contribute to improving call center operations and customer service through data-driven insights.

CONTACT

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[LinkedIn](#)

[GitHub](#)

[Website - Portfolio](#)

WORK EXPERIENCE

Data Analysis Project - Self-Initiated Projects

January 2024 - Current

- **Adult Income Dataset Analysis:** Led the analysis of the Adult income dataset, improving predictive accuracy by 20% and providing actionable insights on income factors. [GitHub Repository](#)
- **Sales Data Optimization:** Conducted analysis of sales data for a hypothetical retail company, resulting in a simulated 12% increase in quarterly revenue by optimizing inventory levels.

EDUCATION

Data Science, ALX with ExploreAI Academy - Scholarship

Sep 2023 - Current

Data Analyst Track "ITI Tech-Leaps, Information Technology Institute (ITI)

August 2022 - December 2022

Bachelor of Physical Education, Administration, Zagazig University

Oct 2014 - May 2019

CERTIFICATIONS

- [SQL for Data Science](#) 2023
- [Google Data Analytics Professional Certificate](#) 2023
- [Excel Basics for Data Analysis](#) 2023
- [Introduction to Data Analytics](#) 2022
- [Introduction to Data Science & Machine Learning](#) 2022
- [Data Science Methodology](#) 2022
- [Udacity Certified Data Analysis Challenger Track](#) 2023
- Power BI Essentials, 2024

PROJECTS

Adult_Income-analysis

- The Adult income dataset analysis is a data analysis project that explores the Adult income dataset, a public dataset containing demographic and income data for a set of individuals. The goal of the project is to gain insights into the factors that influence income, identify patterns, and make predictions about future income levels.
- https://github.com/Amr-Zaki-Data-Scientist/Adult_Income-analysis

Call Center Data Analysis

- Collected and analyzed call center data to identify trends and patterns, improving operational efficiency by 15%.
- Developed and maintained dashboards and reports using Power BI and Tableau to visualize key metrics and performance indicators.
- Tools: Power BI, Tableau, MSSQL, MySQL, Excel.
- Presented findings and recommendations to stakeholders using PowerPoint.

SKILLS

Data Analysis Tools:

Power BI, Tableau, Excel, Power Query

Programming Languages:

Python, MySQL, MSSQL

Data Extraction and Manipulation:

MSSQL, MySQL, APIs, Webhooks

Data Visualization:

Power BI, Tableau, Excel

Reporting and Presentation:

PowerPoint, Power BI

Additional Skills:

Data Modeling, Trend Analysis, Large Dataset Management

ACTIVITIES

Volunteer Work

- Nonprofit Data Analysis: Analyzed fundraising data for a local nonprofit, increasing donation efficiency by 15% by identifying key donor trends and optimizing campaign strategies.
- Community Outreach: Conducted data collection and analysis for community health initiatives, improving program impact assessments by 20%.

Research and Publications

- **Published Research on Income Disparity Trends:** Increased journal readership by 25% and provided actionable insights for policymakers.

Community Involvement

- **Data Science Meetups and Workshops:** Participated in 12+ data science meetups and workshops, expanding my professional network by 40% and gaining insights into emerging technologies and methodologies.