

ISLAM YASSER

DATA ANALYST | BUSINESS INTELLIGENCE ANALYST

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islamyasser424-design.github.io/portfolio-/

PROFESSIONAL SUMMARY

Data Analyst with hands-on portfolio experience in Power BI, SQL/MySQL, Python, Excel and statistics, plus a professional background in data quality assurance, workforce coordination and operational performance monitoring. Experienced in data cleaning, exploratory data analysis, DAX, Power Query, relational and dimensional modeling, KPI reporting and interactive dashboards across sales, e-commerce, logistics and HR analytics.

TECHNICAL SKILLS

Business Intelligence: Power BI, DAX, Power Query (M), Excel, Power Pivot, KPI dashboards, What-If analysis

SQL & Databases: MySQL, multi-table joins, CTEs, subqueries, window functions, aggregations, relational database design

Python & Analytics: Python, Pandas, NumPy, Matplotlib, Seaborn, Jupyter Notebook, data cleaning, EDA, visualization

Statistics: Descriptive statistics, probability, mean, median, mode, variance, standard deviation

Data Modeling & Operations: Star/snowflake schemas, fact and dimension tables, data quality, SLA monitoring, workload and capacity analysis

Additional Tools: Google Sheets, Google Apps Script, Tableau, Looker Studio

PROFESSIONAL EXPERIENCE

Micro Engineering Egypt (MEEG) - METI Company | Cairo, Egypt

Workforce Management & Workload Assignment | Jun 2026 - Present

- Allocate daily tasks and balance workloads across operational teams to maintain throughput and timely queue completion.
- Monitor productivity, utilization, capacity and SLA metrics to identify bottlenecks and inform staffing decisions.

Technical Trainer - Data Annotation | Sep 2025 - May 2026

- Delivered training on annotation tools, taxonomy rules and quality workflows; developed SOPs and grading documentation.
- Analyzed audit logs for recurring error patterns and designed targeted corrective training.

Quality Control Technician - Data Annotation | Sep 2024 - Sep 2025

- Audited image, text and video annotations against project standards to validate training data quality.
- Maintained Excel-based error trackers and audit dashboards to monitor defect types and annotator accuracy.

FP/QA Labeler - Data Annotation & Quality Assurance | Sep 2023 - Sep 2024

- Performed first-pass labeling and quality checks on multimodal datasets against taxonomy guidelines.

iSON Xperiences | Cairo, Egypt

Technical Team Support & Customer Operations | May 2022 - Sep 2023

- Resolved escalated technical and customer issues across voice, chat and email; coordinated with teams to meet response and resolution SLAs.

SELECTED ANALYTICS PROJECTS

Enterprise Sales Analytics & Dimensional Modeling | SQL / MySQL

<https://github.com/islamyasser424-design/SQL-Quiz-4>

- Designed a relational sales database using a five-table fact-and-dimension schema for analytical reporting.
- Wrote SQL queries using multi-table joins, CTEs, subqueries, aggregations and window functions.
- Analyzed sales performance and customer purchasing patterns to develop business-oriented insights.

Salla - Contact Center & Workforce Analytics | Power BI / Power Query / DAX / Deneb

<https://github.com/islamyasser424-design/SALLa-call-center-Dashboard>

- Built an executive dashboard analyzing 1,744,885 contact center records across service quality, forecasting and agent performance.
- Consolidated three monthly datasets with Power Query; developed DAX KPIs for service level (91.1%), answer rate (98.7%) and response speed.
- Visualized a 28.4% gap between actual and forecast call demand using interactive reports and Deneb / Vega-Lite charts.

AdventureWorks - Sales Performance | Power BI / DAX / Power Query

<https://github.com/islamyasser424-design/AdventureWorks-Dashboard>

- Built a multi-page dashboard analyzing \$24.9M in revenue across 25.2K orders and 17K customers.
- Used DAX and dimensional modeling to evaluate sales trends, product margins and regional performance.

Olist - E-Commerce & Logistics Analytics | Excel / Power Pivot

<https://github.com/islamyasser424-design/Olist-E-Commerce-Dashboard>

- Modeled 99,441 orders across financial, order and delivery analytics views.
- Identified 7,826 late orders and flagged 11,277 potential payment discrepancies for investigation.

Logistics Vision - Fleet & Supply Chain | Power BI / DAX / Power Query

<https://github.com/islamyasser424-design/Logistics-Vision-Fleet-Supply-Chain-Analytics-Dashboard>

- Developed a nine-page dashboard with trip facts and driver, vehicle and route dimensions.
- Built What-If scenarios to assess fuel costs, route profitability and driver safety indicators.

HR360 - People Analytics | Power BI / DAX

<https://github.com/islamyasser424-design/HR360>

- Analyzed 1,470 employee records, 237 exits and a 16.1% attrition rate.
- Created headcount and retention reporting; explored attrition by role, department and salary tier.

Additional portfolio: Uber mobility operations, Adidas sales, Amazon supply chain, SuperStore profitability and Coffee sales analytics.

EDUCATION & TRAINING

Helwan University, Faculty of Arts | Bachelor's Degree, 2025

Instant Software Solutions | Specialized Data Analysis Training Program (Completed)

Coursework: SQL/MySQL, relational data modeling, exploratory data analysis, DAX and Power Query ETL.

LANGUAGES

Arabic: Native | **English:** Professional working proficiency