MAHMOUD EL-SHAFEY

Cairo, Egypt | P: +(20)1068493655| shaf3y.hired@gmail.com | linkedin.com/in/shaf3y01 | github.com/shaf3y01

EDUCATION

Tanta University – Faculty of Computer Science and Information Systems Tanta, Egypt
B.Sc. In Computer Science and Information Systems. Expected Jun 2025

Major in Computer Science;
Cumulative GPA: 3.63/4.0;
Relevant Coursework: Data Analysis, Software Engineering; Big Data; Algorithms; Artificial Intelligence

WORK EXPERIENCE

MAIDS.CC (Work From Home) UAE
Data Analyst Oct 2024 – April

- Developed and monitored chatbot KPIs (incl. resolution rate, CSAT, escalation rate) via Tableau dashboards, identifying actionable insights that reduced human agent escalations by 10% within 6 months.
- Modeled data to generate reports comparing evolution of business processes, assisting HR staff with appropriate KPIs based on improved operations
- Analyzed 100K+ chatbot interactions using Python & NLP techniques to identify key customer intents and failure points, leading to a 15% improvement in intent recognition accuracy after targeted NLU model retraining.
- Automated marketing campaign performance tracking via Tableau, revealing underperforming channels and reallocating budget for a 5% higher conversion rate.

HYPER TECHNO. Tanta ,Egypt
Business Intelligence Intern Jun 2023– Sep 2023

- Built Tableau dashboard to visualize core business KPIs (e.g. Monthly Recurring Revenue), saving 10 hours per week of manual reporting work.
- Utilized SQL and Excel to reconcile and validate data from multiple sources, ensuring data accuracy for critical business reporting.
- Designed SQL queries to extract and transform sales data, generating weekly reports that informed inventory management and reduced stockouts by 8%.

Web Developer (Freelance) (Work From Home)
Freelance Jan 2021 – Current

- Developed more than 4 E-Commerce Websites for different online businesses
- GSDC (Google Student Developers Club) Front-End Track mentor in Tanta University
- iSchool Curriculum Developer and tutor for teens aged (12~18)

UNIVERSITY PROJECTS

RECOMMENDATION ENGINE   March 2023
- Designed and implemented movie/series recommendation application in 2-person team using Python in 3-day hackathon
- Enabled users to be recommended movies based on 20+ data points; awarded most innovative project by University Vice President

ROCKER BOGIE with INTEGRATED ENVIRONMENTAL SENSORS   June 2024
- Design and program a Rocker-Bogie rover equipped with sensors and actuators to navigate through desert and inhabitable land to detect any environmental pollution.

SKILLS

- SQL | PHP | LARAVEL | HTML | CSS | JS | Git | EXCEL | Pivot Tables | Power BI | TABLEAU | PYTHON | PANDAS

ADDITIONAL

Technical Skills: Business Management, Statistical Analysis, Creative Problem Solving, Attention to Detail, Market Forecast
Languages: Fluent in English (C2)
Certifications & Training: Fullstack Web Development Track (AMIT), BI intern - Hyper Techno, ALX for Data Science '52