

# Ahmed Said

## Software Engineer | Data Analyst

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[🔗 Portfolio](#) [🛡 Military status: Exempted](#)

### Work Experience

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#### Data Analyst, Giza Arabia | HRDF

04/2025 – Present | Riyadh, KSA

- **Reporting & Performance:** Engineered and delivered comprehensive SLA tracking and Weekly/Monthly Performance reports for across all cross-functional teams, providing actionable insights for operational efficiency.
- **Data Quality Optimization:** Spearheaded data cleansing and validation initiatives that improved database integrity and reduced downstream reporting errors.
- **Tool Development (Auditing):** Designed and developed a custom **Database Logger** tool to automate the auditing of DB updates, incorporating syntax/business validation and automated backups to ensure data traceability.

#### Operations Engineer, Giza Arabia | HRDF

10/2024 – 04/2025 | Riyadh, Saudi Arabia

- Designed and developed automation solutions to detect, diagnose, and resolve high-volume recurring support tickets, reducing manual workload significantly
- Built data validation pipelines to identify and resolve data synchronization issues across multiple integrated platforms (Jadarat & Jadarah)
- Developed internal API wrapper services (Flask) to streamline team access to core platform data endpoints
- Automated CRM ticket responses using Selenium-based bots, enabling end-to-end ticket resolution without manual intervention
- Generated automated reports and prepared database correction queries for middleware team

#### Operations Engineer, Giza Systems | HRDF [🔗](#)

02/2024 – 10/2024 | Egypt, Remote

- Monitoring API performance and infrastructure health to ensure optimal system functionality.
- Developed a toolkit to automate various tasks, including:
  - **Selenium-based auto tester** for our platform.
  - **Python scripts** to validate attributes in APIs.
  - **SQL queries** for reports and to ensure business logic consistency.

### Education

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#### Bachelor of Computer Engineering,

Zagazig University

2018 – 2023 | zagazig, Egypt

Graduated with a very good grade | graduation project (Excellent grade).

#### software engineering bootcamp, Manara tech [🔗](#)

- Gained valuable exposure to industry best practices
- Honed problem solving abilities within a supportive learning community.
- Solved more than 147 problems in Data Structures and Algorithms

### Projects

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#### BlitzML [🔗](#), Machine learning

Build Python package downloaded **+38k** times:

- Automates machine learning pipelines rapidly
- Enabled rapid execution of classification, regression, time-series forecasting, and clustering tasks, reducing project development time by 90%

#### API Root Cause Analysis & Integration Optimization,

Log Analysis, Python (Pandas/Seaborn), API

Optimization, Troubleshooting.

- Reduced API request volume by 81% (optimizing traffic to 19% of original load) by engineering a pre-validation filtering layer.
- Conducted root cause analysis on 130k+ log entries to debug failing entity retrieval API calls from an undocumented legacy system.
- Identified that hyphenated entity IDs triggered repeated 400 errors due to undocumented "Public-only" API access restrictions.

#### FAT Bot — Frequently Assigned Tickets Automation,

Python · Selenium · Flask · Pandas · REST APIs

- Built an end-to-end automation system that detects frequently assigned CRM tickets, diagnoses root causes, and resolves them automatically
- Integrated with 15+ platform APIs to validate data sync status across qualification, disability, and job application domains
- Developed a **Qualification Ticket Resolver** module that cross-references records between two platforms, flags 11 distinct issue types (sync, activation, insertion, verification mismatches, etc.), and generates actionable reports

- Designed and implemented an automated weekly reporting system using Python, reducing report generation time by 95%.

### **Python developer**, Freelancer

05/2021 – present | Remote

- Scraped and analyzed millions of data points from various websites for market research projects, increasing efficiency by **20%**.
- Developed and automated a data extraction pipeline using Selenium, reducing manual effort by **75%**.
- Created interactive dashboards using Pandas and visualization libraries to present complex data insights to clients.

### **Data Scientist**, Coding Samurai [↗](#)

09/2023

- Identified key trends influencing Seattle Airbnb rental pricing, leading to data-driven recommendations that improved listing optimization by 30%.
- Achieved an **89%** accuracy rate in house price prediction, enabling informed investment decisions.

## **Technical skills**

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Python • C# • Asp .Net • FastAPI • SQL • Javascript • HTML • CSS • Web scraping • Power BI • Tableau • Pandas • Numpy • Scikit-learn • statsmodels • matplotlib • seaborn • Selenium • beautifulsoup4 • SQL server • Linq • Entity Framework • Apache Airflow

- Automated CRM interaction via Selenium — including ticket scraping, classification, and auto-replying with resolution messages
- Prepared ready-to-execute database correction queries and dedicated Excel sheets for escalation to middleware teams
- Implemented robust error handling with retry mechanisms and exponential backoff for API reliability

### **Lite Logger: Data Interface & Auditing Tool**, Desktop App Development, Database Security, SQL, Data Auditing, Multi-DB Support (MSSQL, MySQL, SQLite).

- Co-developed a secure database interface tool to audit query execution and prevent high-risk data modifications across multiple DB systems.
- Engineered a YAML-driven validation engine to block unsafe SQL operations (e.g., non-indexed updates) before they reach the production database.
- Designed an automated backup system that captures snapshots of affected rows before execution, ensuring easy restoration and zero data loss.

### **Chinook database analysis** [↗](#),

SQL, Data analysis, Python

- wrote a query for the Chinook Database.
- assisted the Chinook team with understanding the data in their store

### **Predicting House Prices** [↗](#), Regression analysis

Leveraged advanced regression techniques to build a model predicting house prices with 89% accuracy, empowering informed investment decisions and market analysis.

## **Certificates**

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- Udacity Data Analysis Nanodegree Advanced [↗](#)
- Machine Learning | IBM data scientist [↗](#)
- Udacity Data Analysis Nanodegree Professional [↗](#)