

# Muhammed Mustafa Saad Morad

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## Objective

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Experienced in web development and client service workflows, with a track record of building websites and delivering user-centric solutions. Passionate about AI, ML, and data analysis, applied through hands-on projects to solve real-world problems. Eager to leverage programming expertise and analytical thinking to drive innovation in dynamic tech environments.

## EDUCATION

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### Kafr Elsheikh University, Egypt

2021–2025

- Bachelor's Degree in English Language and Literature

### Harvard University, US

2024–2025

- CS50's Introduction to Computer Science

## CERTIFICATES & TRAININGS

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### Machine Learning Specialization, Stanford University

Machine Learning Specialization, Coursera

- Developed Python machine learning models using scikit-learn and NumPy for predictive analytics. Designed and trained supervised algorithms (linear/logistic regression) and neural networks for binary classification tasks.

### Machine Learning with Python, IBM

Machine Learning with Python, Coursera

- Specialized in data preparation, bias-variance optimization, and model performance tuning. Applied algorithms like Linear Regression, Decision Trees, and SVM using scikit-learn, with cross-validation and hyperparameter tuning to ensure reliable results.

### Career Essentials in Data Analysis, Microsoft and LinkedIn

Career Essentials in Data Analysis, LinkedIn

- Proficient in data cleaning, visualization, and statistical analysis. Used Excel, Python, and SQL to extract insights, identify trends, and support data-driven decisions.

### Database Fundamentals, ITI

Database Fundamentals, Mahara Tech

- Mastered SQL and relational database design using MySQL and PostgreSQL. Skilled in normalization, schema optimization, and building scalable, high-performance data systems.

### Python for Data Science, AI & Development, IBM

Python for Data Science, AI & Development, Coursera

- Gained expertise in Python, leveraging Pandas, NumPy, APIs, and web scraping. Built data-driven solutions using Jupyter for analysis and automation.

## WORK EXPERIENCE

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### Customer Service Representative Intern

Hawks Projects Management, Marina Delta

May 2023 – October 2023

- Delivered frontline customer support via multiple channels (Phone, WhatsApp), ensuring prompt and effective issue resolution. Acquired hands-on experience with CRM systems to log client interactions and enhance service quality. Also served as a Residential Units Rental Officer, overseeing and managing the full rental process within the resort.

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## Projects

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### Customer Service Management System

- **Description:** Developed a user-friendly product management platform featuring real-time order tracking, automated expense calculations, and interactive customer review analytics. Optimized workflows with an intuitive UI/UX, cutting manual effort by 40%.
- **Technology Used:** HTML5, CSS3, JavaScript, Python, Django

### Salaries Analysis

- **Description:** Engineered analysis of 100k+ public sector employee records, identifying key trends in salary distributions, overtime patterns, and benefits allocation. Developed interactive dashboards to visualize, enabling data-driven decision-making.
- **Technology Used:** Python, Pandas, NumPy, Seaborn, Matplotlib, Plotly, Streamlit

### House Prices Predictions

- **Description:** Design a machine learning model leveraging linear regression to predict housing prices based on property features (area, bedrooms, bathrooms, etc.). Achieved 90% accuracy by preprocessing data with StandardScaler and visualizing trends via interactive dashboards.
- **Technology Used:** Python, Pandas, NumPy, Scikit-learn, Seaborn, Matplotlib, Streamlit

### Egypt's Premier Fashion Sales Analysis

- **Description:** Developed an interactive data analytics platform to dissect sales trends, and product performance. Integrated real-time Power BI dashboards and Streamlit reports, reducing manual analysis time by 30% and empowering data-driven business decisions.
- **Technology Used:** Python, Pandas, NumPy, Seaborn, Matplotlib, Plotly, Streamlit, Power BI

## Skills - Tools

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**Programming Languages:** Python, C, SQL, JavaScript, HTML& CSS

### Concepts & Technologies:

- **Frameworks:** Django, Flask, FastAPI, Bootstrap
- **Libraries:** Pandas, NumPy, Scikit-learn, TensorFlow, Matplotlib, Seaborn, SQLAlchemy, Streamlit
- **Tools & Platforms:** Git, GitHub, Postman, Visual Studio, MySQL