Fatima Al Harake

Business Analyst

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SKILLS

Data Management:

- Advanced in SQL Server Management Studio, Airtable
- Skilled in data visualization and modeling using UML designs, Google Data Studio, Power BI, Miro
- Experienced in Agile project management methodology and tools such as Jira and Asana

Programming Languages:

- Proficient in SQL | Intermediate: R, Visual Basic, Java, Python

Web Development UX/UI Design:

- Proficient in HTML & CSS **|** User-centered interface design, wireframing, prototyping **|** Conducting usability testing **|** Proficient in Adobe XD, Illustrator, Photoshop, Canva **|** Process Mapping and Diagramming including flow charts & Activity diagrams

Microsoft Office Suite:

- **Excel:** Advanced data analysis, formulas, pivot tables, and macros | **Word:** Document creation, formatting, and collaboration | **PowerPoint:** Presentation design and delivery

Software Development Methodologies:

- Experienced in Software Development Life Cycle (SDLC) & Agile software development

Automation Tools: Proficient in Zapier and Make (formerly Integromat)

E-commerce Platforms: Proficient in Shopify and WordPress

WORK EXPERIENCE

Tech Lead - WonderEd Hub
December 2021 - May 2023

- Implemented a comprehensive monitoring and evaluation system for student data using Airtable, leading to an 80% improvement in tracking and evaluating student outcomes
- Improved data collection accuracy and monitoring, resulting in a more robust student progress tracking, educator scheduling, and invoicing system with a 75% reduction in errors.
- Collaborated with stakeholders to identify performance indicators and establish benchmarks for continuous monitoring and evaluation of student outcomes.
- Developed an operational manual for the database system, providing clear guidelines and protocols for processing, evaluating, and utilizing information, ensuring consistency and quality.
- Authored and delivered training materials to a group of 6 educators resulting in high satisfaction rates from feedback.

IT Assistant Intern - Live Love Beirut
October 2021 - December 2021

- Evaluated and documented testing progress for the new IBM donation database system, to identify issues for remediation.
- Automated project management sheets using Excel leading to a 70% decrease in manual work.
- Supported IT manager in daily technical tasks, resulting in a 40% reduction in overall workload.

Data Analyst Intern - Taddrees App
July 2020 - September 2020

- Utilized phpMyAdmin's app database and website traffic, resulting in a 50% reduction in weekly manual workload.
- Developed dashboards using Power BI to report business KPIs, saving over 10 hours per week of reporting work.
- Collaborated with developers to analyze potential system solutions based on evolving client requirements.

EDUCATION

November 2019 - December 2021

Masters in Management Information Systems (MIS)

Lebanese University

Bachelor in Management Information Systems (MIS)   *October 2015 - November 2019*

Lebanese University

TRAINING & CERTIFICATIONS

- **MEAL DPro: MEAL for Development Professionals -** Kaya   *July 2023*
- **Getting Started as a Business Analyst Career Path -** LinkedIn   *Present*
- **Business Analytics with Excel: Elementary to Advanced -** Johns Hopkins University   *June 2023*
- **Power BI Virtual Case Experience –** PWC   *June 2023*
- **SQL Server Developer –** Data Camp   *December 2022*
- **Advanced Excel -** New Horizons   *February 2022*
- **Google Data Analytics Professional Certificate** - Google   *February 2022*
- **Career Path Program** – The Nawaya Network   *November 2021*
- **Data Science in Real Life** – Johns Hopkins University   *January 2021*
- **R Programming** - Johns Hopkins University   *September 2020*
- **The Python Programmer Bootcamp** – 365 Data Science   *April 2020*
- **Foundations of Computer Science** – SE Factory   *July 2019*
- **Youth Leadership Program** - UNDP   *July 2018*

VOLUNTEERING

IEEE EMBS Conference on Biomedical Engineering and Sciences (IECBES)   *September 2021*
- Utilized WordPress for visually appealing designs with 80% positive feedback from organizers.

DevFest by Google Developers Group   *October 2019*
- Assisted attendees and resolved technical issues, resulting in a 50% increase in overall efficiency.
- Managed food pantry operations resulting in a 15% decrease in budget spending.

Change Maker Festival   *October 2019*
- Partnered with a team of 5 to provide guidance to attendees.
- Employed Microsoft Excel to organize over 400 attendees.

Empowerment Through Integration (ETI)   *July 2019*
- Improved daily living skills of visually impaired individuals by 60% through personalized training.
- Supported the other trainer in the effective classroom management of around 15 pupils.

Mobarat El'Oloum   *April 2018*
- Organized and managed shift calendars for over 50 volunteers.

LANGUAGES

Arabic - *Native*   **English -** *Full professional proficiency*