

KHALDOUN HAMZI EID

Data Scientist & Analytics| Training Consultant | IT & ICT Specialist

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SUMMARY

A Strategic Coordinator and Leader with over 10 years of experience managing both mission-critical data architecture and the human resources for large field teams within the humanitarian sector. As a Data and Analysis Coordinator at the ICRC, I directed the design and implementation of end-to-end data pipelines while simultaneously overseeing the front-line HR and administrative management for a team of over 60 data officers. I specialize in systematic process implementation, ensuring robust data protection policies, and developing training programs to drive team proficiency. I aim to leverage my expertise in technical system implementation (ERP, CRM), large-scale team supervision, and policy compliance to lead and optimize the association's HR functions.

PROFESSIONAL EXPERIENCE

ICRC – INTERNATIONAL COMMITTEE OF THE RED CROSS

Data and Analysis Coordinator| FEB 2025 – Present

- Spearheaded the design and implementation of end-to-end data pipelines for collection, analysis, and reporting, ensuring data integrity for critical mission operations.
- Managed and mentored a team of data officers, providing guidance to enhance data management practices and optimize performance.
- Collaborated with field teams to identify data needs and develop data-driven systems that support senior management decisions.
- Managed the HR and administrative needs for a staff of over 60 data officers, including direct responsibility for recruitment, onboarding, performance feedback, and ensuring staff adherence to organizational policies.
- Ensured compliance with ICRC's data protection policies and humanitarian principles, maintaining confidentiality of sensitive information.

Senior Data and Analytics Manager | Dec 2022 – Feb 2025

- Oversaw the end-to-end data lifecycle, from collection and cleansing to analysis and visualization, to deliver high-quality insights that drove business strategy.
- Developed and deployed advanced analytics models, leveraging machine learning and predictive analytics to solve complex challenges.
- Collaborated with cross-functional teams to define data requirements and create actionable insights aligned with business objectives.
- Managed the integration of multiple data sources, ensuring seamless data flow and optimizing architecture for scalability.
- Monitoring & Evaluation (M&E) frameworks by supporting indicator definition and providing validated data for impact assessment.
- Served as a training focal point, preparing and delivering materials and training sessions to enhance data literacy and tool proficiency for colleagues in Lebanon and abroad.

Protection Data Manager | Nov 2018 – Dec 2022

- Led the development and implementation of data management strategies for protection monitoring, ensuring the accuracy and timeliness of critical protection data.
- Supervised and supported a team of data officers, providing guidance on data handling, reporting tools, and analysis methodologies.
- Provided regular reports and insights on protection trends, utilizing data to inform advocacy and humanitarian interventions.
- Drafted operational and strategic maps for protection monitoring and reporting, utilizing geographic information systems (GIS) to integrate data outputs with spatial platforms and inform advocacy and humanitarian interventions

E-VISION LB

Information Technology Specialist | Mar 2013 – Nov 2018

- Provided technical support and maintenance for IT systems, ensuring the smooth operation of hardware, software, and network infrastructure.
- Managed and monitored network security, applying cybersecurity protocols to safeguard sensitive data.

EDUCATION

ARAB OPEN UNIVERSITY – Lebanon | 2015

- **BA in Information Technology**

CERTIFICATIONS

- Certified Business Analysis Professional (CBAP)
- Google Data Analytics Certificate
- GCP - Google Cloud Professional Data Engineer Certification
- Google Cloud Big Data and Machine Learning
- Data Modeling and Architecture – Microsoft
- Microsoft Certified Solutions Expert: Data Management and Analytics
- Analyzing and Visualizing Data with Microsoft Power BI
- Data Analysis with R Programming
- Certified ToT Trainer

TECHNICAL COMPETENCIES

- Programming: Python, SQL, R, VBA, PHP, HTML, Java, VB.Net
- Cloud Platforms: Google Cloud Platform (GCP), Microsoft Azure
- Databases & Data Management: SQL, Microsoft Access, Microsoft SQL Server, ERP, CRM
- Data Visualization: Microsoft Power BI, R Programming, Google Data Studio
- GIS & Mapping: ArcGIS, Google Earth
- IT Management Tools: Cisco Systems, VMware, ServiceNow

LANGUAGES

- Arabic (Native)
- English (Full Professional Proficiency)