

KHALDOUN HAMZI EID

Data Science & Analytics Leader | Operations & Training Consultant +961 3 146 232 |
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SUMMARY

Strategic Data Leader and Operations Coordinator with over 10 years of experience bridging the gap between complex data architecture and large-scale team management. Expert in designing end-to-end data pipelines and managing the lifecycle of mission-critical information within the humanitarian sector. Proven track record of leading 15+ personnel, implementing ERP/CRM systems, and driving digital transformation through certified training (ToT). Specialist in balancing technical excellence with strict policy compliance and data protection.

TECHNICAL COMPETENCIES

- **Data Science & Engineering:** Python, SQL, R, VBA, Predictive Modeling, Machine Learning.
 - **Cloud & Databases:** Google Cloud Platform (GCP), Microsoft Azure, MS SQL Server, MS Access.
 - **Business Intelligence:** Microsoft Power BI, Google Data Studio, Data Modeling.
 - **Enterprise Systems:** ERP, CRM, ArcGIS (GIS), ServiceNow, VMware, Cisco Systems.
 - **Development:** PHP, HTML, Java, VB.Net.
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PROFESSIONAL EXPERIENCE

ICRC – INTERNATIONAL COMMITTEE OF THE RED CROSS Nov 2018 -Dec 2025

Data and Analysis Coordinator | Feb 2025 – Dec 2025

- **System Architecture:** Spearheaded the design and implementation of end-to-end data pipelines for collection, analysis, and reporting, ensuring 100% data integrity for critical mission operations.
- **Human Resources Leadership:** Managed the HR and administrative needs for a staff of over 60 data officers, including direct responsibility for recruitment, onboarding, and performance feedback.
- **Strategic Collaboration:** Partnered with field teams to identify data needs and developed data-driven systems that informed senior management decisions.
- **Compliance:** Enforced strict adherence to ICRC's data protection policies and humanitarian principles, maintaining high confidentiality for sensitive information.

Senior Data and Analytics Manager | Dec 2022 – Feb 2025

- **Lifecycle Management:** Oversaw the end-to-end data lifecycle (cleansing, analysis, visualization) to deliver high-quality insights driving regional business strategy.
- **Advanced Analytics:** Developed and deployed machine learning and predictive analytics models to solve complex operational challenges.

- **Monitoring & Evaluation (M&E):** Optimized M&E frameworks by supporting indicator definition and providing validated data for impact assessment.
- **Training & Literacy:** Served as the Training Focal Point, designing and delivering ToT sessions to enhance data literacy for colleagues in Lebanon and internationally.

Protection Data Manager | Nov 2018 – Dec 2022

- **Strategy Development:** Led data management strategies for protection monitoring, ensuring real-time accuracy of critical humanitarian data.
- **GIS & Spatial Analysis:** Drafted operational maps using Geographic Information Systems (GIS) to integrate spatial data with advocacy and humanitarian interventions.
- **Team Supervision:** Directed a team of data officers on reporting tools, data handling protocols, and analysis methodologies.

NAVLEB – GPS TRACKING

Technical Support Engineer | Dec 2014 – Oct 2018

- **IoT & Telematics:** Led configuration and deployment of advanced telematics and IoT solutions, ensuring high-accuracy tracking data.
- **Product Lifecycle:** Managed hardware integration from research and sampling to software upgrades and inventory control.
- **Documentation:** Created technical flowcharts and system documentation to standardize workflows and provide references for system maintenance.

E-VISION LB

Information Technology Specialist | Mar 2010 – Nov 2014

- **Infrastructure Support:** Maintained IT systems, including hardware, software, and network infrastructure, ensuring 99.9% uptime.
- **Cybersecurity:** Managed network security protocols to safeguard sensitive organizational data.

EDUCATION

Arab Open University – Lebanon *Bachelor of Arts in Information Technology* | 2015

CERTIFICATIONS

- **Business & Analytics:** Certified Business Analysis Professional (CBAP), Google Data Analytics Certificate.
- **Cloud & Data Engineering:** GCP Professional Data Engineer, Google Cloud Big Data & Machine Learning.
- **Microsoft Specialist:** MCSE: Data Management and Analytics, Power BI Data Visualization, Data Modeling & Architecture.
- **Training & AI:** Certified ToT Trainer, Certified AI and Digital Transformation Trainer.

- **Technical:** Certified Fiber Optic Installer , Computer Hardwar Technician , Wireless network technologies , General electronics technician
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LANGUAGES

- **Arabic:** Native
- **English:** Full Professional Proficiency