Mohamed Chami

Address: 517-740 Springland Drive, K1V 6L8, Ottawa
Telephone: (613) 986-4660
E-mail: mohamad_619@live.fr
LinkedIn: https://www.linkedin.com/in/chami-mohamed-86126824a

Professional Profile

Bilingual professional with a Master's in Finance, Audit, and Management Control and extensive experience in database management and customer service. Proven ability to handle sensitive data, streamline processes, and provide exceptional administrative support. Demonstrates strong organizational skills and a commitment to creating inclusive, efficient work environments.

Professional Experience

- ❖ **Box Office Sales Representative — Cirque du Soleil Entertainment Group**
  Aug 2024 – Up to date — Gatineau, Quebec, Canada

  - Manage Ticket Sales: Process sales, reservations, exchanges, and refunds both online and at the box office.
  - Provide Customer Service: Address inquiries, resolve issues, and offer information about shows and pricing.
  - Assist in Sales Support: Promote and upsell ticket packages and premium seating options.
  - Handle Box Office Operations: Oversee daily operations, including cash handling and ticket inventory management.
  - Coordinate Events and Reporting: Support event coordination on show days and generate sales reports for performance tracking.

- ❖ **Data Analyst (Freelance) — Sep 2023- Up to date — Remote**

  - Data management: Clean and secure data entry using MySQL, R, Python, MS Excel, and Google Suite.
  - ETL/ELT processes: Use Google Cloud for efficient data extraction, transformation, and loading.
  - Data analysis: Conduct exploratory analysis and modeling with Python libraries and create structured data models.
  - Statistical analysis: Apply statistical and regression techniques for validation and predictions.
  - Visualization and reporting: Create visuals with Tableau and compile reports with Python notebooks.

- ❖ **Administrative Coordinator— Regional Academy of Education and Training**
  Sep 2019- Jun 2024 — Chefchaouen, Morocco

  - Executive and Meeting Support: Assist the principal and senior staff with daily operations, strategic planning, and scheduling meetings, including Board of Education and parent-teacher conferences.
  - Event Coordination: Organize school-wide events, extracurricular activities, manage logistics, and coordinate travel arrangements as needed.
  - Document and Filing Management: Create, review, and maintain documents and reports, manage electronic and physical filing systems for records and financial reports.
  - Outreach and Communication: Support outreach initiatives, update the school website, create and manage online forms, and handle survey distribution.
  - Accounting and Expense Management: Prepare and process financial documents, manage minor bookkeeping tasks, and handle expense reports.
  - RDMS and General Support: Generate reports from the MySQL database system, coordinate translation services, and provide general administrative support as needed.

- ❖ **Administrative Assistant Intern — National Office of Water and Electricity**
  Sep 2015- Oct 2015 — Chefchaouen, Morocco

  - Administrative Support: Assist with day-to-day administrative tasks, including answering phone calls, managing emails, and organizing office supplies.
  - Document Handling: Prepare, review, and file documents related to utility services, billing, and customer records.
  - Data Entry and Management: Enter and update data in the office's database systems, ensuring accuracy and completeness.
  - Customer Service: Address customer inquiries and service requests, provide information about utility services, and handle basic complaints.
  - Reporting and Coordination: Assist with the preparation of reports, coordinating between departments, and supporting office staff in various projects.

Education

- ❖ **Advanced Data Analytics Professional Certificate — Google — Dec, 2023- Up to date**
- ❖ **Business Intelligence Professional Certificate — Google — Sep, 2023- Dec, 2013**
- ❖ **Master's degree in Finance, Auditing and Management control — Abdelmalek Essaadi University — 2016-2018 Tetouan, Morocco**
- ❖ **Bachelor's degree in Economics Sciences — Abdelmalek Essaadi University — 2013-2016 Tetouan, Morocco**

Languages

- ❖ **Fluency in English and French. Arabic as the mother language.**

Computer skills

- **Microsoft Office Suite:** Word, Excel, PowerPoint, Outlook, Internet, SharePoint, OneDrive
- **Data wrangling and cleaning:** Preparing raw data from data lake by handling missing values, removing duplicates, and standardizing formats using MYSQL, R, Python or Excel based on data size.
- **Data privacy and Security:** implementing data security measures such as data masking, data encryption, and access control.
- **ETL/ELT Pipeline Google Cloud Service:** Extract, transform, and load (ETL) or extract, load, and transform (ELT) data from various sources into a centralized location using cloud services like Google Cloud.
- **Data modeling:** Designing and creating data models to structure and organize the data for analysis (Star or Snowflake schema).
- **Exploratory Data Analysis:** Exploring the data to understand its characteristics, identify patterns, and generate hypotheses using Python libraries Pandas and NumPy.
- **Statistical Analysis:** Conducting deeper statistical analysis to validate findings and test hypotheses.
- **Regression Analysis:** Using regression models to examine relationships between variables and make predictions.
- **Data visualization:** Creating visual representations of the data using Tableau to communicate findings effectively.
- **Reporting:** Compiling findings and insights into comprehensive reports or presentations for stakeholders using Python notebook.
- **Google Workspace:** Google Drive, Docs, Spreadsheet, Calendar, Sites…
- **Digital marketing:** Facebook Ads, Google Shopping/search Ads.

Projects

- **Kaggle: https://tinyurl.com/ys6vncmw%20(Data science projects using Python. Please click on "codes" button)**
- **Tableau: https://shorturl.at/lstH7 (Dashboards for near-real-time data)**
- **LinkedIn: https://shorturl.at/cxDM5 (Please scroll down to the "projects" section)**

Soft Skills

- **Customer service oriented**
- **Communication and collaboration**
- **Analytical Thinking**
- **Organizational Skills**
- **Problem-solving skills**
- **Attention to Detail**
- **Flexible, resourceful**
- **Interest in helping others**
- **Continuous Learning**
- **Goal-driven**
- **Fast learner**

Volunteer Work

- **Volunteer Assistant for multicultural events promoted by the "Welcome Newcomers Ottawa" Group (July 2024 - Up to date)**