

# Asma Hattab

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Amman - Jordan

## Objective

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Detail-oriented Data Analyst with hands-on experience in SQL, Python, Excel, and data visualization tools such as Tableau and Power BI. Skilled in exploratory data analysis, building data models, and delivering actionable insights to support data-driven decisions. Eager to apply analytical thinking and technical expertise to solve real-world business challenges and contribute to strategic goals.

## Skills

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### Technical Skills:

- **Programming & Databases:** Python (Pandas, NumPy, Matplotlib, Seaborn), SQL (MySQL, PostgreSQL).
- **Data Analysis:** Statistics, Probability, Exploratory Data Analysis (EDA), Data Cleaning, Feature Engineering, A/B Testing.
- **Machine Learning (Basics):** Scikit-learn, Regression, Classification.
- **Data Visualization & BI:** Power BI, Tableau, Excel (PivotTables, Power Query).
- **Cloud & Data Platforms:** AWS (Cloud Practitioner), Snowflake/Redshift (basic).
- **Version Control & Collaboration:** Git, GitHub, Jira, Slack.

**Soft Skills:** Analytical Thinking, Problem-Solving, Communication, Team Collaboration, Attention to Detail.

## Experience

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### Aspire IT Services

Amman

Service Desk Engineer

July 2022 – Present

- Outsourced to WW International (Weight Watchers) to support global users and ensure smooth operations across core business applications (Google Workspace, Okta, Workspace ONE, Adobe, SailPoint).
- Collected and analyzed IT support data from Zoom Admin and Slack to identify peak activity periods, recurring user issues, and workload distribution. Created monthly Excel dashboards that helped optimize staffing and streamline support processes.
- Acted as the daily coordination lead, monitoring request flow, prioritizing tickets, and ensuring efficient cross-shift communication between international teams.
- Created onboarding manuals and demo videos, reducing new-hire onboarding time by 40%.
- Managed user accounts and permissions in Active Directory, and optimized support workflows using Jira, improving ticket resolution time and internal team efficiency.

### Correlation One

Remote

Advanced Data Analytics Fellow

October 2024 – March 2025

- **Honors Graduate, Top 28%** from 15,000+ applicants.
- Completed 240+ hours of applied analytics training and 30+ data case studies.
- Used SQL, Python, and Excel to clean, transform, and analyze diverse datasets.
- Created dashboards in Tableau and Looker to support decision-making.
- Worked end-to-end on a project analyzing U.S. education and unemployment data, preparing datasets and extracting key insights. (view the [Tableau dashboard](#)).

### Tahaluf AI Emarat Technical Solutions

Remote

Data Science and Machine Learning Trainee

January 2024 – July 2024

- Performed data cleaning, transformation, and EDA on multiple datasets.
- Trained and evaluated ML models using Python and Scikit-learn.
- Communicated insights and dashboards to technical and non-technical teams.

- Coordinated tasks using Jira & Slack; presented results in English & Arabic.
- Led a team to 1st place in COVID-19 vaccine degradation ML challenge.

## SHAI for AI

Remote

Data Science Intern

May 2023 – August 2023

- Used Python with core libraries (Pandas, Numpy, Matplotlib, Seaborn) to analyze and visualize datasets.
- Performed exploratory data analysis (EDA) and gained hands-on practice with machine learning and introductory deep learning techniques.
- Ranked **Top 11%** globally (78.7% accuracy) in the Kaggle Titanic challenge.

## Education

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**Jordan University of Science and Technology**

Irbid

Bachelor of Computer Engineering

September 2017 - July 2022

- GPA: 3.17/4.0 - Dean's List (Fall 2017).
- Graduation Project: Designed a Python-based Smart Attendance System using OpenCV, Dlib, and FaceRecognition. Automated attendance saved 15 minutes per lecture.
- IEEE-WIE University Branch Social Media Lead.

## Licenses and Certifications

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**AWS Cloud Practitioner**

March 2023

Amazon Credential ID: MLCBBXNCVMF1QY9R.

**AWS Data Engineer Associate**

In Progress

**Future Leaders Assembly Morocco (FLAM 2025)**

August 2025

Certificate of Participation. International youth conference on leadership, sustainability, and innovation.

## Languages

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- Arabic: Native.
- English: Professional working proficiency.