

Contact

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Top Skills

Data Analysis

Data Visualization

Leadership

Youssf Hazem

Data Analyst Specialist | Operations Analysis
Cairo, Cairo, Egypt

Summary

A graduate in Management Information Systems from Thebes Academy, currently serving as an Operations Analyst at Shiny Smile Veneers LLC. Skilled in process optimization, customer operations, and advanced data analysis using tools like Google Sheets and LLM models. Core competencies include identifying customer pain points, enhancing operational efficiency, and driving process improvements. At Shiny Smile Veneers LLC, contributed to significant workflow enhancements that streamlined ticket resolution and operational costs. Known for collaborative problem-solving, they effectively support team efforts in maintaining SLA adherence and delivering high-quality customer experiences. Dedicated to leveraging analytical skills and strategic planning to foster innovation and efficiency within dynamic teams.

Experience

Revibe

Data Analyst Specialist

May 2026 - Present (3 months)

Cairo, Egypt

Data Management & Integrity: Collect, organize, and maintain large-scale datasets from diverse sources, implementing quality control measures to eliminate inconsistencies and ensure data integrity.

Reporting & Dashboard Development: Design, build, and maintain interactive dashboards, automated reports, and data visualizations to translate complex data into clear, actionable business insights.

Performance KPI Monitoring: Monitor key performance indicators (KPIs) and deliver regular, data-driven performance updates to management to support strategic operational tracking.

Cross-Functional Collaboration: Partner with multiple departments to gather reporting requirements, align data workflows with core business objectives, and foster a data-driven culture.

Ad-Hoc Business Analysis: Conduct deep-dive, ad-hoc statistical analyses to investigate operational anomalies, identify emerging trends, and provide strategic recommendations to stakeholders.

Predictive Insights & Planning: Assist leadership in forecasting, capacity planning, and performance evaluation activities through rigorous data-backed modeling and historical analysis.

Process Documentation & Optimization: Standardize data operations by developing comprehensive documentation for methodologies, analytical processes, and data governance best practices.

Data Security & Governance: Ensure strict adherence to company data privacy policies, maintaining high confidentiality and security standards across all data assets.

Fetch AI

Chief Executive Officer

June 2026 - Present (2 months)

Shiny Smile Veneers LLC

8 months

Operations Analyst

March 2026 - June 2026 (4 months)

remote

- Conducted operational analysis on over 30,000 customer conversations (100,000 inbound and outbound emails) and 2,500 daily support emails to identify trends and issues.
- Utilized Google Sheets and LLM models to enhance support analysis efficiency and accuracy.
- Analyzed customer pain points to drive continuous process improvement initiatives at Shiny Smile Veneers LLC.

Customer Operations Specialist

November 2025 - February 2026 (4 months)

Nasr city, Cairo

- Designed and deployed an agent workflow extension that cut average ticket resolution time from 5 min to 2–4 min — saving a team of 20 agents ~40 hours/day and approximately \$2,700/month in operational costs.
- Eliminated a recurring Human–API integration issue entirely, reducing related escalations to zero through process redesign and UX-driven tooling improvements.

- Managed 100+ daily support tickets and 100+ weekly customer calls, maintaining consistent resolution quality in a high-volume environment.
- Handled billing escalations and sensitive customer complaints, de-escalating high-risk situations and supporting retention outcomes.
- Managed and imported customer orders via WooCommerce and Shopify, maintaining accurate records and supporting end-to-end fulfillment workflows.
- Coordinated cross-functionally with billing, lab, and logistics teams to resolve order-related customer issues.

Apple

7 months

Real Time Analyst

April 2025 - August 2025 (5 months)

- Monitored live support queues and ticket volumes in real time to maintain SLA adherence during peak demand.
- Escalated software bugs with detailed reports, contributing directly to product feedback processes.

Support Engineer

February 2025 - August 2025 (7 months)

El Sheikh Zaid

- Maintained a 93% CSAT score and 90%+ quality rating while achieving the lowest AHT (2–5 min) on a 15-person technical support team — top-ranked across the team over a 5-month tenure.
- Resolved iCloud account issues, device malfunctions, and software bugs across iOS and macOS for international customers.
- Diagnosed connectivity and telecommunication issues using structured troubleshooting, ensuring service continuity.

VOIS

2 years 1 month

Subject Matter Expert (SME)

January 2021 - January 2022 (1 year 1 month)

Promoted to SME in recognition of strong product knowledge, troubleshooting accuracy, and case quality.

- Guided team members on complex cases and internal systems, supporting overall team performance.

Technical Advisor Engineer

January 2020 - January 2022 (2 years 1 month)

Smart Village

- Provided broadband technical support to UK customers, diagnosing connectivity, performance, and service disruption issues.

Education

Thebes Academy

Bachelor degree, Management Information Systems, General · (May 2019 - May 2023)