MOSTAFA MOHAMED ELTAWEEL

Data Analyst & BI Specialist | Applied AI | Power BI (PL-300) • Azure (DP-900) • SQL • Python

Giza, Egypt (on-site, hybrid, or remote) | +20 111 261 1898 (WhatsApp) | mostafa.eltaweel000@gmail.com

LinkedIn | Portfolio | GitHub

SUMMARY

Without data, you are just another person with an opinion, and that is why I chose data.

It started at a customer service desk, where I kept asking: where does all this data go, and why does the same problem keep coming back?

At lab reception, I saw how much a busy front desk knows about its customers, and how little anyone uses it.

In ERP support, I learned how systems talk to each other, and how an invoice can break somewhere between them.

So I learned to fix it: Power BI (PL-300), Azure (DP-900), SQL, Python, and n8n automation.

Today I turn messy data into answers a team can act on, like finding that early online bookings were 2.1x more likely to be cancelled, and I still get curious about what the next dataset will say.

TECHNICAL SKILLS

Business Intelligence: Power BI (Desktop & Service), DAX (time intelligence, dynamic measures), Power Query (M), Star Schema modeling, Row-Level Security, Excel (PivotTables)

SQL & Databases: SQL Server, CTEs, window functions, joins, subqueries, schema design

Python & Machine Learning: Pandas, NumPy, Scikit-learn, PyTorch, SHAP, Streamlit

Automation & AI: n8n workflows, LLM APIs, RAG, prompt design

Cloud: Azure data services (Azure SQL, Synapse, Data Lake, Cosmos DB) at DP-900 level

Business Systems: ERP support (AP/AR, general ledger, inventory, POS), e-invoice and tax portal checks, Change Requests, root-cause analysis

EXPERIENCE

Applied AI Engineer Intern | ITechPro-eg *Sep 2026 – Present*

- Built automated workflows (n8n and LLM APIs) that take over repetitive processes and support data analysis tasks.
- Turned business data and project requirements into clear logic and structured prompts.
- Tested every output against the business need before it was delivered.

ERP Technical Support Specialist | Dewan Soft *Jan 2025 – Sep 2025*

- Solved 10–20 daily cases across invoicing, commercial accounting, and inventory, as first- and second-line support.
- Checked e-invoice data sent to the tax portal, found where systems stopped syncing, and fixed the cause.
- Investigated database errors and user access problems to keep client data accurate.
- Wrote Change Request tickets with software engineers and verified the patches after release.

Receptionist | Integrated Diagnostics Holdings (IDH) *Aug 2024 – Jan 2025*

- First point of contact for patients and visitors; handled calls, appointments, and the front desk.
- Worked with administrative and medical staff to keep patient flow smooth and information moving on time.
- Noticed how much customer data a busy front desk produces, which pushed me toward data and ERP work.

Customer Service Agent | Xceed *May 2024 – Oct 2024*

- Listened to customer problems and gave clear solutions while handling several tasks at once.
- Worked with the team to improve service processes, and started asking why the same problems kept coming back.

FEATURED PROJECTS

Hotel Booking Cancellation & Revenue Analysis | SQL Server, Power BI, DAX | 119,390 bookings

- Found that bookings made 90+ days ahead through online travel agencies were 2.1x more likely to be cancelled (37% overall cancellation rate).
- Cleaned and modeled the data with SQL CTEs and built a multi-page Power BI dashboard showing where cancellations come from.
- Recommended non-refundable tiers and deposit rules, estimated to protect $180k+ in yearly room revenue.

Financial Fraud Analysis | Power BI, DAX | 1,048,575 transactions

- Showed that all confirmed fraud (0.11% of transactions) happened in TRANSFER and CASH_OUT payments.
- Built alert rules around those two types that cut audit noise by 98% on this dataset, so risk teams can focus on high-risk cases.

Electricity Theft Detection (Capstone) | PyTorch, CNN-LSTM, SHAP, Streamlit

- Built a model that spots electricity theft in 18,193 smart-meter profiles: 94.0% accuracy, 0.983 ROC-AUC, 94.4% F1.
- Used SHAP to show inspectors why each meter is flagged, and deployed a live web app with batch CSV upload (Live demo).

Hospitality Management System: Rates & Pricing Engine | Team project, Group D lead

- Designed the database so rate plans are separate from room inventory (rate_plans, season_overrides), which allows night-by-night pricing.
- Wrote the pricing logic for date overlaps, multi-currency precision, and seasonal multipliers, so room price overlaps no longer happen and rate changes run automatically.

CERTIFICATIONS

- **Microsoft Certified: Power BI Data Analyst Associate (PL-300)** – star-schema modeling, DAX, Power Query, RLS
- **Microsoft Certified: Azure Data Fundamentals (DP-900)** – Azure SQL, Cosmos DB, Synapse, Data Lake
- **Google Data Analytics Professional Certificate** – data cleaning, SQL, R, data storytelling
- **IBM Machine Learning with Python Professional Certificate** – regression, classification, clustering, Scikit-learn
- **Oracle Financials & ERP Accounting Training, DEBI Initiative** – GL, AP/AR, financial auditing, Egyptian tax compliance

EDUCATION & LANGUAGES

Specialized Diploma in Applied AI & Data Analytics | DigiLians (MCIT & Egyptian Military Academy), 11 months *Oct 2025 – Aug 2026*

Bachelor of Laws (LL.B.) | Faculty of Law, Cairo University *Sep 2019 – Jul 2022*

Languages: Arabic (Native), English (Professional Working Proficiency)

Military Service: Completed