

SHAMSELDEEN GABER ISMAIL

DATA ANALYST | SQL | PYTHON | POWER BI | TABLEAU | EXCEL

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PROFESSIONAL SUMMARY

Pharmacist and retail operations professional with 10+ years of experience at Aldawaa Pharmacies, including four years in one of the company's major branches, with a track record of contributing to sales growth and improving insurance operations. Transitioning into Data Analytics with hands-on projects in SQL, Python, Pandas, Excel, Power BI and Tableau. Combines real-world retail/healthcare domain knowledge with analytical thinking, KPI analysis, data cleaning, dashboard development and business storytelling.

CORE SKILLS

SQL • Python • Pandas • NumPy • Excel • Power BI • Tableau • Data Cleaning • EDA • KPI Analysis • Dashboard Development • Data Visualization • Business Analysis • Statistics • CTEs • Window Functions • Git/GitHub • Retail Analytics • Healthcare Analytics

PROFESSIONAL EXPERIENCE

ALDAWAA PHARMACIES — Pharmacist / Retail Pharmacy Professional | Saudi Arabia | 2015–Present

- Worked in retail pharmacy operations across Saudi Arabia, combining customer care, sales, insurance and day-to-day branch operations.
- Spent four years in one of Aldawaa's major branches, contributing to sales growth and operational performance through focused customer service and commercial execution.
- Contributed to significant improvements in insurance-related performance, with strong attention to accuracy, process adherence and customer experience.
- After moving to the Eastern Province, continued contributing to branch performance and operational improvements.
- Developed practical understanding of retail KPIs, sales performance, customer behavior, product movement and insurance workflows.
- Applied structured problem-solving and analytical thinking to identify operational issues and support business decisions.

DATA ANALYTICS PROJECTS

Pharmacy Sales & Business Analytics | SQL, Python, Tableau

End-to-end analysis of multi-branch pharmacy sales, profit and insurance data; cleaned and validated multiple source files, analyzed store-level performance and year-over-year growth, and developed an executive-ready Tableau dashboard.

Retail Store Performance | SQL, Excel

Analyzed branch profitability and performance, ranked stores using margin-oriented KPIs, and created early-warning logic for declining branches.

Customer Analytics | Python, Pandas

Performed exploratory analysis of customer transactions to examine repeat-purchase behavior, buying frequency and segmentation opportunities.

Executive Sales Dashboard | Tableau / Power BI

Designed KPI-focused dashboards with trend analysis and store-level views for fast management review and business storytelling.

EDUCATION & TRAINING

Alexandria University | Pharmaceutical Sciences | 2013 | SQL 30-hour course | Tableau 20-hour course | DataCamp Python | Power BI coursework

LANGUAGES

Arabic — Native | English — Upper-Intermediate / Advanced working level | German — Beginner