

# MALAK SAAD

## STRATEGIC BI LEADER | DIRECTOR OF BUSINESS INTELLIGENCE ENGINEER

Carmel, IN 46033

734-353-3343

mallouk2006@yahoo.com

linkedin.com/in/malaksaad/

Visionary leader with extensive experience in leveraging data-driven insights, advanced analytics, and cutting-edge technologies to optimize business performance. Skilled in building robust data pipelines, automating data processes, and utilizing cloud platforms to improve data storage and scalability. Adept at uncovering patterns within complex datasets and translating insights into actionable strategies that drive revenue growth, cost savings, and operational efficiency. Possess sound proficiencies in utilizing a wide range of BI tools and technologies, such as SQL, Tableau, and Power BI to collect, analyze, and visualize structured and unstructured data.

- Business Intelligence Tools
- Data Analysis & Visualization
- Code Review
- Project Management
- ETL Processes
- System Design and UI
- Data Modeling
- Pipeline Automation
- Statistical Analysis

## LEADERSHIP IMPACT

- Spearheaded the launch of comprehensive product and portfolio dashboards and collaborated with cross-functional teams to ensure timely delivery and high-quality outcomes.
- Improved business processes and by developing and optimizing data pipelines and dashboards and rolling out effective solutions.
- Delivered impactful data and analytics solutions tailored to business needs; received commendation for outstanding service delivery, problem-solving skills, and effective management of multiple priorities.
- Earned high praise and made lasting, irreplaceable impact on team performance for strategic innovations and contributions that significantly boosted reporting capabilities.
- Acknowledged as a standout team member at the AWS All-Hands meeting for exemplary customer-focused problem resolution and dedication to maintaining high standards.

## WORK EXPERIENCE

### Business Intelligence Engineer II | Amazon Web Services (AWS), Carmel, Indiana (Remote)

June 2022 to Present

Ensure 100% data accuracy across multiple systems by conducting data quality checks and code reviews and maintaining data integrity from source to target. Deliver Rack & Servers reports in collaboration with business leaders, product managers, and data engineers by devising and automating reporting processes.

- Led cross-functional teams to develop the Rack Install Dashboard, accelerating EC2 deployment and contributing to a \$500M annual savings goal and Achieved a 50% YoY reduction in P90 rack install cycle time.
- Oversaw global installation of ~13K ML platform racks and attained targeted cycle time reductions by mapping and reporting performance across four distinct phases and reducing average P90 from 404 to 200 hours within year.
- Increased data visibility for 60% of business leaders across the organization by designing and developing advanced dashboards via Tableau and Quicksight for the CoreInfra Team.
- Improved data processing efficiency by 80% through automating ETL pipelines with Hammerstone, s3 and Airflow using Redshift and Athena database.
- Received global and regional recognition by securing Top #1 in Viz Analyticon 2022 for the [F1 Dashboard](#) (Tableau) and repeating top regional achievements in [Pokémon Rumble](#) (2023) and Chef Compass (2024) dashboards.
- Enhanced trend analysis and decision-making by employing statistical methods to highlight anomalies and performing deep-dive analyses to uncover key drivers.
- Enhanced rack handoff compliance within 7 days from 87.71% to 92% by adding “EC2” rack types to Rack Install Dashboard; aligning with EC2’s goal to reduce unsellable costs and operational delays for high-cost accelerator platforms.
- Owned end-to-end development of global BI solutions, fostering documentation, guiding junior analysts on best practices and technical solutions

### Senior Business Intelligence Engineer | TATA CONSULTANCY SERVICES, Valparaiso, Indiana (Remote)

May 2021 to June 2022

Offered actionable insights and streamlined instrumentation for client (Google Inc.) by leveraging expertise in data modeling and cloud data sources. Secured data and dashboard access by creating code change requests (CR) and setting up data-level and dashboard-level permissions.

- Elevated cloud deployment competency by 70% through consulting on cloud infrastructure for the CoreInfra ProdOps team across five execution areas, including Compute, Analytics, Storage, Linux, and Geo.
- Reversed customer dissatisfaction at Google by redefining workflows, turning a negative review into praise.
- Reduced report generation time by 100% through automating engagement reporting for weekly and monthly business reviews.

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- Improved cloud-based analytics solutions by utilizing expertise in Google Cloud Data and Analytics offerings, including BigQuery, Looker, DataProc, and PubSub.
- Mentored new hires BI engineers, enhancing their proficiency in SQL, ETL processes, and data visualization.
- Received promotion to Team Lead position for demonstrating utmost ownership on taking new responsibilities and leading a team towards achieving goals.

**Data Analyst | LAKECABLE COMPANY, Valparaiso, Indiana**

May 2018 to May 2021

Led seamless cross-department ERP system implementation by advising on data modeling, UI design, and testing, aligning business requirements across operations. Delivered actionable insights by translating raw data into visual reports and dashboards via Power BI and advanced Excel, directly linked to SQL databases. Improved calibration tool management by creating an Access system for tool tracking, testing, and automated reporting.

- Boosted operational efficiency by 100% through expert ERP system reporting, dashboard creation, and automated alerts.
- Attained 200% ISO compliance by effectively managing over 100 supplier relationships and resolving 500+ customer inquiries.
- Generated over \$10K in company-wide savings by mastering the BIRT reporting system focused on delivering real-time reports and dashboards for 250 users.
- Ensured flawless compliance with state and ISO regulations by prioritizing, tracking, and following up on over 500 customer and supplier interactions for key certifications (REACH, RoHS, SDS, and FMEA).
- Rescued a compliance crisis by automating a 600+ vendor certification process, preventing business losses.
- Reduced compliance task completion time by 70% as interim Quality Manager by automating workflows for regulatory requirements, including REACH, RoHS, POP, CRMT, SDS, TDS, FMD, and FMEA.
- Advised, gathered, evaluated, and modeled data to design UI, document, and conduct UAT testing of ERP systems (IQS, Trackvia, and Fiix CMMS) to meet business requirements across all departments.

**Credit Card Business Intelligence Manager | BANK AL-JAZIRA, Jeddah, Saudi Arabia**

November 2014 to January 2018

Strengthened strategic decision-making by building a system to monitor sales, marketing campaigns and product launch results. Eliminated manual processes and human error by building the company's first SQL database and platform.

- Increased cross-departmental reporting efficacy by 30% through collaborating with the credit card department, IT teams, and external vendors, such as Cognos, Visa, and MasterCard.
- Lowered reporting time from seven days to five minutes by constructing a new platform to handle high-volume data.
- Augmented BSC, segmentation, and marketing campaign efficiency by 90% by building affluent customer database.

## EARLIER CAREER

**Business Intelligence & Data Analyst | NATIONAL COMMERCIAL BANK, Jeddah, Saudi Arabia**

May 2007 to November 2014

Enabled smooth cross-functional communication by serving as a key consultant in deploying data management systems and collaborating with vendors, such as McKinsey, Oracle, and BCG to meet business requirements.

- Amplified lead conversion by 150% by rolling out CRM system and optimizing lead management and sales processes.
- Reduced report generation time by 120% through developing advanced Excel reporting tools and streamlining data analysis and reporting for the sales and executive teams.
- Augmented decision-making process efficiency across 70% of departments through delivering over 10 daily ad-hoc reports.
- Catapulted system functionality by overseeing the CRM model lifecycle, from business requirements to UAT testing.

*Additional professional experience as a **Computer Teacher** at Cedar International School and Al-Omam International School.*

## EDUCATION

**Bachelor of Science in MIS – Management Information Systems (GPA 4.6 /5) | Dar Al-Hekma University, Jeddah, Saudi Arabia**

## TECHNICAL PROFICIENCIES

SQL | SISS | PostgreSQL | Athena | ANSI SQL queries | MySQL | HTML | VB | SQL Server | Microsoft Office Suite (Excel, Access, Outlook, Word, Visio, Project, and VBA) | Tableau | PowerBI | Xcelsius | iDashboard | BIRT | Google PLX

## PROFESSIONAL DEVELOPMENT

Data Science Career Track (Python) | Microsoft MS-20779: Analyzing Data with Excel | Project Management Business Writing Skills | Engineering Development Training | Finance for Non-Financial Managers

## LANGUAGE PROFICIENCIES

English, French, and Arabic (Fluent)