

Hesham Rashid

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SUMMARY

Master's student at the University of South Florida specializing in Artificial Intelligence and Business Analytics. Passionate about transforming data into valuable insights through analytical thinking and problem solving. Dedicated to producing high level, data driven results and eager to apply academic knowledge to tackle real-world business challenges.

PROJECT EXPERIENCE

Recipe Database System. Designed and created a full-stack web application using ASP.NET core MVC, and SQL Server for a recipe management system. Architected a normalized relational database with 9 tables, as well as created a detailed entity relationship diagram and data dictionary that documented constraints, foreign key relationships and indexes. Used CRUD properties to enable users to create and view recipes with ingredients, instructions, and categories, as well as create new ingredients. Deployed the application to Microsoft Azure cloud platform, configuring the Azure App Service and Azure SQL Database for external access.

Machine Learning. Applied supervised learning techniques such as decision trees, random forests, and logistical regression to real-world datasets for classification and prediction tasks. Performed data preprocessing in python to prepare clean datasets by categorical encoding and dealing with missing values and outliers. Conducted exploration data analysis to create data visualizations to identify trends. Optimized the model's performance by parameter tuning, and evaluation metrics such as OOB error, accuracy and precision.

SKILLS AND CERTIFICATIONS

- Databases:
 - RDBMS: SQL server 2022, Oracle 23
 - NoSQL: MongoDB
 - Cloud Data warehouse: Snowflake
- Programming Languages: Python, C#, R
- Cloud Platforms: Microsoft Azure, Google Cloud platform, AWS, Snowflake
- Analytics Software: Data Analytics, Business Intelligence, Marketing Analytics
- Data Visualization Software: Tableau, Microsoft Visio, Power Bi
- Google Analytics Individual Qualification
- Snowflake Certification
- Telemetry: Splunk

WORK EXPERIENCE

Pharmacy Technician / Walgreens Pharmacy, Seffner, FL

July 2021 – Present

- Provide customer support by clearly explaining health concerns and medication details.
- Contribute to an organized, efficient pharmacy workflow that improves customer satisfaction and health outcomes.
- Interact with insurance companies to resolve insurance issues on patients' prescriptions

- Became proficient in the in-store software that is used to look up patients in a work queue, patients' profiles, insurance rejections, drug interactions rejections, faxing doctors for prescription renewals, refilling patients' prescriptions, inquiring about drugs' usages, etc.

FREELANCE EXPERIENCE

Handshake AI

October 2025- Present

- Working independently to help handshake train their AI
- Cannot go into significant detail due to confidentiality

Uber AI

October 2025 – Present

- Help train AI through data labeling, transcribing audio, and verifying images
- App testing, create quick videos to test the app to show potential shortcomings and improvements

EDUCATION

University of South Florida, Tampa, FL

- Bachelor of Science in Business Analytics & Information Systems (Graduated in May 2025 with a GPA of 3.56)
- Pursuing Master's Degree in Artificial Intelligence and Business Analytics
- Earned Associate of Arts after high school completion

AFFILIATIONS AND VOLUNTEERING EXPERIENCE

- The Muslim Connection (Aug 2022 – Present)
- Phi Chi Theta (Aug 2023 – May 2025)
- American Marketing Association (AMA) (Jan 2024 – May 2025)
- INCA Muslim Relief (Jan 2022 – May 2022)
 - Assisted in operating a community food pantry serving individuals and families in need.