

# ABDUL ZARBI

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## PROFESSIONAL SUMMARY

Results-driven Data Analyst with over 10 years transforming complex datasets into actionable insights across nonprofit, public-sector, and operational environments. Proven expertise in SQL, Excel, Tableau, and R for data cleaning, statistical analysis, and dashboard creation. Track record of delivering 50% operational efficiency improvements through data-driven reporting and visualization. Certified in Google Data Analytics and Tableau Business Intelligence, with hands-on experience in data analysis and visualization.

## TECHNICAL SKILLS

**Data Analysis & Visualization:** Excel, Tableau, R, SQL (MySQL), data preprocessing

**Tools & Platforms:** Kobo Toolbox, Open Data Kit, Survey Monkey, NVivo, Tangerine

**Core Competencies:** Statistical analysis, data cleaning & transformation, dashboard design, business metrics reporting, API integration, database management, data interpretation

**Languages:** English, Dari, Pashto

## PROFESSIONAL EXPERIENCE

### Peer Support Specialist | Cherokee Federal

*Austin, TX | Jun 2025 – Sep 2025*

- Monitored and analyzed service utilization patterns across program areas
- Collaborated with local partners using data to ensure culturally appropriate resource allocation
- Documented client progress metrics to measure program effectiveness
- Contributed to outcome reporting for program evaluation and improvement

### Social Services Director | Center for Survivors of Torture

*Austin, TX | Mar 2023 – Jan 2025*

- Conducted clinical intakes and managed data using Advanced MD Electronic Health Record (EHR).
- Delivered 50% operational efficiency improvement through data-driven resource allocation analysis
- Generated analytical reports for leadership, funders, and partners, supporting funding decisions
- Managed client data using analytical tools and oversaw an educational support program impacting 50% of clients.
- Coordinated documentation workflows and cross-functional timelines across service delivery and finance teams

### Product Support Analyst | Movate – Apple

*Austin, TX | Nov 2022 – Mar 2023*

- Reviewed and researched reported requests from internal teams and customers to update the Apple map.
- Conducted analytical thinking through web research, outbound calls, and third-party sources to gather necessary information.
- Met daily quota expectations of the project, ensuring the timely resolution of customer inquiries.
- Processed ambiguous use cases through critical thinking, effectively resolving complex issues.
- Identified and reported areas for continuous process improvement, leading to enhanced map efficiency and customer satisfaction.

## **Senior Market Researcher | Equality for Peace and Democracy**

*Kabul, Afghanistan | Apr 2021 – Dec 2021*

- Architected research frameworks analyzing datasets of 5,000+ records using R and Excel, producing executive-level insights
- Designed data collection templates and reporting dashboards, standardizing metrics across 12 research projects
- Synthesized multi-source financial and operational data into compelling visualizations supporting \$500K+ funding proposals (85% approval rate)
- Conducted financial and operational research supporting program planning and funding proposals
- Coordinated research timelines, documentation, and deliverables across multiple teams

## **Business & Research Specialist | Creative Associates International**

*Kabul, Afghanistan | Sep 2016 – Nov 2020*

- Managed end-to-end data pipeline: collection, cleaning, analysis, and reporting workflows for USAID
- Implemented data quality assurance protocols reducing reporting errors by 35%, ensuring compliance with international standards
- Created over 20 analytical reports and executive briefings translating statistical findings into strategic recommendations
- Ensured data quality, documentation accuracy, and compliance with USAID reporting standards
- Prepared analytical reports and briefing materials for senior leadership and external stakeholders

## **Business & Research Analyst | Afghan Women's Network**

*Kabul, Afghanistan | Jan 2014 – Sep 2016*

- Conducted comprehensive data analysis using document analysis, case studies, structured interviews, and focus group transcription
- Produced weekly, monthly, and annual analytical reports on human and women's rights metrics for diverse stakeholder audiences
- Analyzed research data and synthesized findings for partners and stakeholders using clear data visualization
- Coordinated data-driven meetings, conferences, and research events, presenting findings effectively
- Managed qualitative and quantitative datasets ensuring data integrity and accuracy

## **EDUCATION**

**Master of Public Administration | Indra Gandhi National Open University | 2014 – 2015**

**Bachelor of Psychology and Educational Science | Kabul University | 2007 – 2010**

## **CERTIFICATIONS**

- Tableau Business Intelligence Analyst – 2025
- Google Data Analytics Professional Certificate – December 2024
- Certified Community Interpreter – April 2024