

ABDUL ZARBI

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SUMMARY

Experienced Researcher and Data Analyst with over 12 years of expertise in market research, survey administration, social services, and program management. Seeking opportunities to leverage my expertise to drive strategic decisions and initiatives.

WORK EXPERIENCE

Peer Support Specialist, Cherokee Federal

Jun 2025 – Present, Austin, TX

- Providing peer support and advocacy to refugees, assisting with financial wellness programs, employment, housing, education, and social integration. Collaborate with local partners to ensure access to culturally and linguistically appropriate services.

Social Services Director, Center for Survivors of Torture.

Mar 2023 – Jan 2025, Austin, TX

- Provided holistic, client-centered, and culturally sensitive case management to over 100 clients.
- Conducted clinical intakes and managed data using Advanced MD Electronic Health Record (EHR).
- Streamlined referral processes to community organizations and improved service delivery by 50%
- Developed and maintained positive relationships with stakeholders and collaborative organizations.
- Managed client data using analytical tools and oversaw an educational support program impacting 80% of clients.

Product Support Analyst, Moate - Apple

Nov 2022 – Mar 2023, Austin, TX

- 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.

Apr 2021 – Dec 2021, Kabul, AFG

- Developed research and assessment tools, ensuring alignment with program objectives.
- Designed research methodologies, including sample size, questionnaires, training protocol, and data collection.
- Conducted comprehensive desktop research, using various methods and data resources to support all projects.
- Analyzed research data, shared research findings with partners and stakeholders.

Business & Research Specialist, Creative Associate International

Sep 2016 – Nov 2020, Kabul, AFG

- Played an active role in program baselines, midline, and end-line surveys and studies
- Managed and oversaw all research activities, including data collection, analysis, and reporting. Provided technical support to partner organizations in designing data collection tools for various assessments and surveys.
- Ensured the USAID data quality standards at all phases of research, i.e., design and implementation, analysis, and reporting.
- Analyzed data, shared research/survey findings with government and stakeholders.

Business & Research Analyst, Afghan Women's Network.

Jan 2014 – Sep 2016, Kabul, AFG

- Applied a variety of research techniques, including document analysis, case studies, structured interviews, focus group discussions, transcribing, and data analysis.
- Wrote weekly, monthly, and annual reports about human and women's rights.
- Analyzed research data, shared research findings with partners and stakeholders.
- Organized and coordinated meetings, conferences, and events associated with research activities.

Research Coordinator, International Council on Security & Development, Apr 2011 – Jan 2013, Kabul, AFG

- Managed and administered survey/research, collecting samples and documenting data.
- Prepared documents, reports, and presentations detailing results and conclusions.
- Supervised and coached many data collectors for each survey.

EDUCATION

Master of Public Administration

Jan 2014 - Dec 2015

Indra Gandhi National Open University

- Specialization Administration and Research

Bachelor of Psychology and Educational Science

Mar 2007 - Dec 2010

Kabul University

- Teaching and Management

ADDITIONAL INFORMATION

Technical Skills: Program Management, Structural Analysis, Statistics Analysis, Data Management, Critical thinking, Effective communication, Attention to detail, and Time management.

Analytic Tools: Excel, MySQL, R, Tableau, NVivo, MLA, Advance MD, Client Track, Open Data Kit, Kobo Toolbox, Survey Monkey.

Languages: English, Dari, Pashto

Certifications:

- Tableau Business Intelligence Analyst 2025
- Google Data Analytics Certificate, December 2024
- Certified Community Interpreter, April 2024
- Mental Health First Aid, May 2023