

## Abdullmalek Sheikh Soubh

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## Objective:

To contribute as a Customer Insights and Growth Driver, leveraging my passion and expertise to analyze customer insights, identify strategic growth opportunities, and implement initiatives that enhance customer satisfaction and drive revenue growth for the organization.

## Education:

Bachelor in Information Technology (BAIT), Syrian Virtual University

[2020-2026]

//Second Year

Front End and Back End Web Development (Ousos) [2023]

Skills: HTML, CSS, JavaScript, PHP (Laravel), MySQL

Developing AI Applications with Python and Flask by IBM (Coursera)

Skills: Python, Flask

Certificate: <https://www.coursera.org/account/accomplishments/certificate/285XUBGZ7L47>

## Experience:

Data Analyst [contract], [BeeOrder], [12/11/2023 – 10/2/2024]

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- Finding a new reporting system and optimize it to handle all the company reports.
- Advising and providing data related support for all the company teams.
- Working directly with stakeholders and provide them insights and reports needed.

Data Analyst Trainee in The Growth Team, [BeeOrder], [17/6/2023 – 15/10/2023]

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- Data collection, cleaning, SQL querying, and data visualization using tools like Power BI.
- Creating Customers related reports (New Customers, Churned Customers, Customers Tiers) to monitor customer satisfaction metrics in order to implement improvement plans as needed and increasing customer life value.
- Working directly with stakeholders and provide them insights and reports needed.

Customer Service Agent, [BeeOrder], [20/8/2022 – 15/6/2023]

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- Provided exceptional customer service to clients, responding to inquiries and resolving issues promptly
- Utilized customer service software to track customer interactions
- Collaborated with team members to improve customer experience and optimize workflow

Customer service training, [BeeOrder], [15/5/2022 – 20/8/2022]

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- Following up with the orders and checking the orders making sure everything works as it should

## **Skills:**

- Familiarity with web development which giving me the ability to create my own data analyst tools if needed
- Proven experience in customer insights, market research, or a related field.
- Strong analytical skills with the ability to interpret data and identify actionable insights  
Showcasing solid Data Analysis skills, including proficiency with essential tools such as Power BI, SQL, and Python Data Analysis Libraries
- Excellent communication and presentation skills to effectively convey insights and recommendations.
- Experience in driving growth initiatives and developing customer-centric strategies.
- Familiarity with customer segmentation, customer journey mapping, and customer satisfaction measurement.
- Knowledge of industry best practices and emerging trends in customer insights and growth strategies.
- Excellent communication and interpersonal skills, with experience in customer service and problem-solving