Abdullmalek Sheikh Soubh

Business Intelligence Developer

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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.

Skills:

Customer insights, Market Research, Analytical skills, Communication, Presentation Customer Service, Problem-Solving, SQL, Python, Power BI, Growth Strategies, Web Development Front End Tools (HTML, CSS, JS), PHP, Laravel, Excel, MySQL, Project Management

Experience:

Data Analyst 2023 −2024
BEEORDER contract

- Implemented a new reporting system, optimizing it to efficiently manage all company reports.
- Provided data-related support to all company teams, advising them on data-driven decision making.
- Collaborated directly with stakeholders, delivering valuable insights and necessary reports.

Data Analyst in The Growth Team 2023
BEEORDER Full-time

- Managed end-to-end data processes, including data collection, cleaning, SQL querying, and data visualization using tools like Power BI.
- Developed customer-centric reports (New Customers, Churned Customers, Customer Tiers), monitoring customer satisfaction metrics to implement necessary improvement plans, thereby enhancing customer lifetime value.

Customer Service Agent 2022 − 2023
BEEORDER

- Delivered exceptional customer service, promptly responding to inquiries and resolving issues, enhancing client satisfaction.
- Worked in collaboration with team members to enhance customer experience and optimize workflow, improving overall operational efficiency.

Courses:

Front End and Back End Web Development
Organization: Ousos
Year: 2023

Developing AI Applications with Python and Flask by IBM
Organization: Coursera

Building Web Applications in PHP
Organization: Coursera

Education:

Bachelor in Information Technology (BAIT)
Syrian Virtual University
(Undergraduate)

Languages:

- Arabic
- English
- Spanish