MD AL AZIZU

muhammadalazizu.mk@gmail.com | 8789343309 | Jamshedpur | Github | Portfolio | LinkedIn

EDUCATION

Aliah University | BBA, Finance   July 2018 – September 2021

SKILLS

SQL | Statistics | DAX | Strong Stakeholder Management | Strong Analytical Skill | Microsoft Power BI | Advanced Excel | Business Intelligence | Attention to Detail & Problem-Solving | Data Automation

WORK EXPERIENCE

CUSTOMER SERVICE ASSOCIATE – TELEPERFORMANCE, KOLKATA   April 2024 – October 2024

- Provided customer support while ensuring strict adherence to company SOPs and service guidelines.
- Handled customer inquiries and resolved issues efficiently, maintaining high customer satisfaction scores.
- Mentored a team of 10 new customer service representatives, resulting in a decrease in training time and increased team productivity.
- Managed and updated customer support tickets in CRM tools, ensuring timely resolutions.
- Worked collaboratively with cross-functional teams to enhance customer experience.

PROJECTS

PWC VIRTUAL INTERNSHIP | LINK

- Completed a job simulation where I strengthened my Power BI skills to better understand clients and their data visualization needs.
- Automated data extraction, transformation, and loading (ETL) processes using Power Query and DAX, reducing manual reporting efforts by 40% and improving data accuracy for Power BI dashboards.
- Strong communication skills reflected in the concise and informative email communication with engagement partners, delivering valuable insights and actionable suggestions based on data analysis.
- Leveraged analytical problem-solving skills to examine HR data, particularly focusing on gender-related KPIs, and identified root causes for gender balance issues at the executive management level, highlighting a commitment to data-driven decision-making.

COFFEE SHOP SALES ANALYSIS | LINK

- Developed a Coffee Shop Sales Dashboard to analyze sales trends, product performance, and store-wise profitability.
- Created heat maps and calendar views to visualize sales variations by time, weekdays, and store locations.
- Designed KPI-based visualizations to track total sales, orders, and quantity sold with month-over-month comparisons.
- Used MySQL for data cleaning and transformation, ensuring accuracy and consistency in reporting.
- Gained expertise in interactive dashboards, data visualization, and business insights for strategic decision-making.

PRESENCE INSIGHTS | LINK

- Visualized key human resources operational data - attendance, remote work trends, and sick leave patterns, into an interactive dashboard using Power BI, driving a 15% improvement in data-driven decision-making in the department.
- Used Power Query to clean, transform, and standardize attendance data for accurate reporting.
- Created bar charts, area charts, matrix tables, and KPI cards to analyze employee presence, WFH, and sick leave trends dynamically.
- Built custom measures to aggregate and display data efficiently, improving analytical insights.

CERTIFICATIONS

- Microsoft Power BI Desktop for Business Intelligence (Udemy)
- PwC Switzerland Power BI Job Simulation on Forage