Muhammad Fakhrul Ammar Bin Md Desa

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SUMMARY

A versatile data analyst with experience in collecting, transforming, and organizing data for analysis to help make informed decisions, using tools such as spreadsheet, SQL, Tableau, and R.

EXPERIENCE

Client Onboarding Representative C05   April 2021 – April 2022
Citigroup Malaysia | George Town, PG

Key Responsibilities:
- Carried out manual data extraction and transposition of data for all non-structured signers with the highest accuracy and effectiveness
- Established transparent communication between the Tech and Project team in conveying progress, issue, and defect on Database

Key Accomplishments:
- *Reduced errors* in the data extraction process close to zero by being the third-level checker to validate data for a team of 30 people
- Increased average project quality by mentoring new hires and assisting coworkers

Crew Leader   February 2018 - January 2019
University Park Dining | State College, PA
- Guided and supervised crew members on proper food handling procedures and customer services
- Ensured clear communication with the manager, coworkers, visitors, and guests

EDUCATION, CERTIFICATION and TRAINING

IBM Data Science Professional Certificate   In progress

Google Data Analytics Professional Certificate   April 2022
- Learned six steps of Data Analysis: Ask, Prepare, Process, Analyze, Share, and Act, also R programming

Takaful Basic Examination   January 2021
- Part A and C

Pennsylvania State University | Bachelor of Science in Mathematics   August 2017 - May 2020
- Dean's lists: Spring 2019 3.81 GPA, Fall 2019 3.75 GPA
- Member of Sports & Wellness Committee of Malaysian Student Club
- Acted as Sultan Melaka in Puteri Gunung Ledang's theater on annual Malaysian Night Event

SKILLS

Data entry, Data analysis, Data cleaning, Data visualization, R programming, Data-driven decision making, Calculation and analysis in SQL and spreadsheets, Effective presentations

TECHNICAL SKILLS

Excel(VLOOKUP, PIVOT), SQL(MySQL), Bigquery, R(tidyverse, ggplot2), Tableau, Power BI, Python