

Hamzauddin Siddiqui

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Education:

Otto-von-Guericke-Universität (OVGU) (Germany)

(Mar 2024 – Aug 2026)

- MSc Operations Research & Business Analytics

University of Ljubljana (School of Economics & Business (Slovenia)

(Feb 2025 – June 2025)

- Erasmus+ Exchange Program, Courses: BI & Analytics, Sustainability and Quality in Supply Chains

Institute of Business Administration (IBA) (Pakistan)

(Aug 2016 – May 2020)

- BSc Accounting & Finance (CGPA 3.42/German 1.9)

Experience:

Bettermile (GLS eCom Lab) – User Insights & Support

(Dec 2024 – Now)

- Analyzed comprehensive performance metrics and KPIs across multiple logistics depots, conducting advanced statistical analyses including correlation studies and regression modeling to identify critical operational inefficiencies and uncover underlying performance trends.
- Developed interactive HTML dashboards to visualize complex operational data and architected Python automation scripts that eliminated manual reporting processes, increasing efficiency and reducing human error while enabling data-driven decision-making for management teams.
- Led the creation of an automated pipeline for continuous analysis of app features, eliminating the need for manual analysis at regular intervals and streamlining operational reporting processes through systematic automation implementation.

US Mobile – Product Experience Specialist

(July 2023 – Feb 2024)

- **OPs:** Successfully engaged with 90-100 customers and prospective clients for troubleshooting and customer service requirements while leading the emails team to diagnose and resolve an average of 40-45 client network issues daily via Front, significantly improving system reliability, customer satisfaction, and overall user experience..
- **Performance:** Reviewed and provided constructive feedback on 15 junior analysts' performance per month via Klaus while conducting quality control checks on chat and email interactions between agents and customers, ensuring consistent high-quality customer experience and identifying areas for improvement to enhance both agent performance and team productivity in alignment with KPIs.
- **Compliance:** Managed 8-10 daily due diligence cases of potential payment misuse flagged by Stripe Radar, ensuring legal compliance during CC verification, and handled FCC escalations, guaranteeing regulatory adherence to consumer rights.

SWVL Pakistan PVT Limited

– Business Intelligence Specialist

(Feb 2021 – Aug 2021)

- Engineered real-time dashboards integrating Google BigQuery database and Sheets, providing the OPs team with data analysis capabilities for effective and financially informed day-to-day decision making and improving supply chain management.
- Achieved a 4% WoW reduction in vendor complaints by streamlining the invoices issue resolution process via Zendesk, while implementing controls to stabilize GMV movement and cap fluctuations to 5-7% WoW for consistent financial performance.
- Assisted the B2B team with the TaaS launch, ensuring strict financial compliance while closely monitoring accounts payable and proactively improving overall experience for transport partners.

– Treasury & Taxation Specialist

(Sept 2020 – Feb 2021)

- Managed relationships with external partners (primary bank, tax consultants) and internal stakeholders to ensure regulatory compliance, and standardized payroll with strict SOPs for timely disbursements and flawless tax compliance.
- Successfully optimized cash flow budget and forecasts, reducing financial runway from 4 weeks to 1 week through enhanced planning and monitoring processes.
- Spearheaded the company's inaugural external auditing and internal controls implementation, carefully crafting financial statements that laid the groundwork for successful NASDAQ listing and ensured financial reporting credibility for the start-up.

Project:

Option Pricing Model – Financial Engineering

(March 2024 - July 2024)

Engineered an option pricing model in Python utilizing 5 years of stock data from Yahoo Finance to evaluate the assumptions of the EMH and the Black-Scholes Model, culminating in a comparative analysis with real-world option prices

Skills:

- **Programming:** SQL, Python, MATLAB, STATA
- **BI Tools:** Tableau, MS Power BI, Looker Studio
- **Ms office:** Ms Word, Ms Excel, Ms Powerpoint
- **ETL Platforms:** Google BigQuery
- **CRM Tools:** Sharepoint, Zendesk, Pipefy
- **Interpersonal:** Flexibility, Collaboration, Analytical Skills, Project Management, Communication Skills
- **Language skills:** English (C1), Deutsche (A1), Urdu