

Jordan Barhoumeh

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Summary

Fourth-year Data Science student with a strong foundation in data analysis, statistical methods, and programming. Over 4 years of management experience, complemented by 9 months of customer experience, has strengthened my leadership, problem-solving, and decision-making skills. Technologically adept, applying both university knowledge and self-taught skills to real-world projects.

Core Competencies

Technical Skills

- Python
- Java
- C++
- SQL
- Pandas

Data Analysis

- Data Cleaning
- Visualisation
- Statistical Methods
- Machine Learning
- R

Soft Skills

- Teamwork
- Attention to Detail
- Adaptability
- Decision Making
- Project Management

Education

- Macquarie University, Bachelor of Information Technology, Major in Data Science (2022 – Current) (expected completion of 2025)
- Macquarie University, Bachelor of Arts, Major in Geography (2021 - 2021)

Professional Experience

Domain Group

Customer Experience Partner (January 2024 – October 2024) (Contract, Full-Time)

- Proactively address and resolve both paying clients and general users' issues, ensuring high satisfaction levels and seamless interaction with the property listing platform.
- Regularly update and maintain client profiles to reflect accurate information and status, ensuring timely response times to both clients and general users to keep information updated.
- Serve as the primary point of contact for users navigating the site, offering effective assistance to enhance their search experience.
- Share insights from user feedback to inform platform updates and enhancements and communicate customer concerns relating to the platform.

WEZCO PTY LTD

Assistant Manager (July 2020 – January 2024, October 2024 - Current) (Part Time)

- Managed sales operations, directed and supervised sales operations, overseeing daily activities, optimizing processes, and analysing sales data to identify opportunities for growth.
- Sale management and reporting, through recording of transactions and financial information in organised Excel format.
- Leadership and sales goals attainment, setting and achieving weekly sales objectives through effective delegation, motivation, and performance monitoring, helping to increase overall sales performance.
- Trained new sales associates on company procedures, policies, and proper management of customer interactions.
- Inventory Management, implemented and maintained an efficient inventory management system that holds the information of four individual locations.

Volunteer Experience & Community Service

- **Saints Peter and Paul Antiochian Orthodox Church Youth Committee:** Youth Leader (October 2020 – Current), Vice Treasurer (November 2022 – November 2024), Treasurer (November 2024 – Current)
- **Saint Raphael's Mission:** Feed the homeless, organise members for feeding the homeless from church (January 2022 – Current)

References

- **Domain Group** – Daniel Garven | 0422 381 216 | mydomain@domain.com.au
- **WEZCO PTY LTD** – Nasser Barhoumeh | 0400 445 507
- **SPP Antiochian Orthodox Church Youth Committee** – Sandra Aboui | 0431 696 902