

# Mohammad Nayeem Jahangir

Team Lead & Client Support Specialist



## CONTACT

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LinkedIn: [Click Here](#)

GitHub: [Click Here](#)

Portfolio:

## Career Summary

Experienced professional with 3 years in the BPO sector, currently working as a Team Lead and Client Support Specialist. Holds a Bachelor of Science degree in Electrical and Electronics Engineering. Completed a **Post Graduate Diploma in Data Science and Business Analytics**, gaining proficiency in **Python, R, SQL, Tableau, and web scraping**. Seeking a **Data Analytics and Visualization** role to leverage analytical skills and problem-solving abilities for impactful insights.

## Skills

Technical Skills	Python	R Programming	Tableau	SQL	Excel	CRM Tools: Salesforce, Fieldglass, Bullhorn, AMIE
Soft Skill	Leadership	Time & Task Management	Customer Relationship Management	Issue Handling	Strategic Thinking	Business Communication

## Experience

<b>Team Lead and Client Support Specialist</b> Radiant Data Systems Ltd, Dhaka, Bangladesh	<b>Responsibilities:</b> <ol style="list-style-type: none"><li>Resolve cases using Salesforce and other CRM tools.</li><li>Verify payment timecards per client requirements.</li><li>Collaborate with managers across departments to address issues.</li><li>Generate and analyze reports from various CRM platforms.</li><li>Support team members during production, ensuring accuracy</li></ol>	<b>Feb' 2024-Continue</b>
<b>Credentialing Specialist</b> Radiant Data Systems Ltd, Dhaka, Bangladesh	<b>Responsibilities:</b> <ol style="list-style-type: none"><li>Verified clinicians personal documents such as certificates, licenses, and qualifications.</li><li>Maintained database accuracy with regular updates to ensure smooth operations.</li><li>Trained 9 new hires, enhancing their process knowledge, efficiency, and performance.</li></ol>	<b>May' 2022-Jan'2024</b>
<b>Data Artist</b> Catalyst Solutions, Dhaka, Bangladesh	<b>Responsibilities:</b> <ol style="list-style-type: none"><li>Researched Market analysis Data for fortune 500 companies.</li><li>Utilized MS Excel formulas and tools for efficient data manipulation.</li><li>Designed professional reports using MS Excel and PowerPoint.</li></ol>	<b>July' 2021-April'2022</b>

## Education

### Post Graduate Diploma: Data Science and Business Analytics

Organization: Academy of Business Professionals

March'24- Feb'25

Key Learnings: Python, R Programming, SQL, Web Scrapping, Large Language Model etc

### Bachelor of Science: Electrical and Electronics Engineering

International University of Business Agriculture and Technology, Dhaka, Bangladesh

Jan' 16- Jun' 20

CGPA: 3.65

## Projects

- Titanic dataset analysis using [python](#)**
  - Analyzed the demo dataset with 10,000 demo data collected from [kaggle](#).
  - Analysis consist of exploratory data analysis (EDA), handling missing values, data manipulation using **pandas** etc.
- Titanic dataset analysis using [R programming](#)**
  - Analyzed the demo dataset with 10,000 demo data collected from [kaggle](#).
  - Data exploration, handling missing values, data manipulation using **dplyr**, data summarization, data summarization etc.
- Customer Analysis Dashboard using [Tableau](#)**
  - Established a tableau dashboard based on 2.8M demo data for skill development purpose.
  - The dashboard defines revenue in different aspect, Quantity discount correalation etc.
- Netflix Movie & TV Series Analysis using [Tableau](#)**
  - Created the tableau dashboard based on 100 thousand demo data from [kaggle](#).
  - The dashboard shows the analysis using map chart, bar chart, bubble chart and so on.
- MS Excel projects:**
  - Medical cost prediction using correlation matrix, scatter plot and box plot, error analysis etc.
  - Mising value handling using imputation and perturbation method
  - Time series analysis and forecasting using Holt-Winter's exponential smooting with seasonality method

## Certification

- |  |         |
|--|---------|
| 1. Professional Certificate in Python and R for Data Analysis<br>Certificated by: Academy of Business Professional | Nov' 24 |
| 2. Course Completion Certificates on assessment:   |         |
| • Introduction to SQL by SimpliLearn   | Feb'25  |
| • Introduction to Tableau by SimpliLearn   | Jan' 25 |
| • Introduction to Python by Datacamp   | Nov'24  |
| • Artificial Intelligence and Machine Learning Fundamentals by GP Academy  | Jul'24  |
| • Professional Excel Masterclass by GrooriLearning   | Jun'21  |

## Achievements

- |  |                            |
|--|----------------------------|
| 1. Promoted to Team Lead<br>Awarded by : Radiant Data Systems Ltd, Dhaka, Bangladesh | Jan'24                     |
| 2. Employee of the Month<br>Awarded by: Radiant Data Systems Ltd, Dhaka, Bangladesh  | Aug'23                     |
| 3. HUMAP Scholarship<br>Awarded by: University of Hyogo, Japan                       | Jul'19                     |
| 4. Achievements in Robotics and Extra curricular activities                          | <a href="#">Click here</a> |

## Reference

Dr. Bishwajit Saha

Professor

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