

# MUHAMMED RAAZIQ NAZEER

## ZACX ANALYST



### CONTACT

0715731880

bells13089@gmail.com

Ottery, South Africa  
7800

### SKILLS

- SQL
- Microsoft Excel
- Data Analysis
- Data Cleaning
- Data Visualization
- Problem Solving
- Effective Communication
- Critical Thinking
- Customer Service

### LANGUAGES

- English (Fluent)

### REFERENCE

**Mandisa Sulubu-Ngesi**  
Amazon / Manager  
Phone : 0747315059  
Email : mngezi@amazon.com

**Raeesah Petersen**  
Mealtoday / Owner  
Phone: 0842992881

### PROFILE

Tech-driven and detail-oriented professional with a Diploma in Systems Development and over five years of experience at Amazon. Currently working as a CX Analyst, leveraging data to identify trends, optimize processes, and enhance the customer experience. Skilled in SQL and Excel, with a strong foundation in data interpretation, reporting, and problem-solving. Recognized for excellent communication and customer engagement skills developed in high-volume customer experience environments. Passionate about transforming data into actionable insights that drive smarter decision-making and measurable business results.

### WORK EXPERIENCE

**Amazon** 2025 - PRESENT  
**ZACX Analyst**

- Conduct detailed analysis of customer contacts to identify policy gaps, system defects, and process inefficiencies.
- Collaborate with cross-functional teams to develop and implement solutions improving customer experience.
- Audit and validate CSA compliance with customer service policies and quality standards.
- Analyze process flows and concession data to support operational excellence and defect elimination.
- Apply data-driven problem-solving and reporting to drive measurable improvements in CX performance metrics.

**Amazon** 2020 - 2025  
**HBS Resolution Specialist**

- Provided virtual customer service for the UK market.
- Coached new and underperforming team members.
- Roved multiple new intakes.
- Completed various minings on a team and organizational level.

**Mealtoday** 2019 - 2020  
**Client Relations Representative**

- Built client relations, scheduled appointments, managed customer complaints, compiled orders, and handled general administration.

### EDUCATION

**DIPLOMA IN SYSTEMS DEVELOPMENT** 2023 - 2025  
BOSTON CITY CAMPUS - CAPE TOWN  
**Cum Laude**

**MATRIC** 2010-2014  
STAR INTERNATIONAL HIGH SCHOOL