

MUHAMMED RAAZIQA NAZEER

ZACX ANALYST



CONTACT

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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 : mngesi@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