

# SAHRO HAJI

Data Analytics | Operations Analysis | Research & Reporting

Louisville, KY | (502) 207-7227 | Sahrohaji7@gmail.com | linkedin.com/in/sahro-haji

## PROFESSIONAL SUMMARY

Data Analytics student with 7+ years of experience in operations, reporting, and analytical problem-solving across high-volume environments. Skilled in interpreting complex datasets, identifying trends, and transforming raw information into actionable insights. Experienced in creating internal reports, workflow documentation, and data-driven recommendations. Passionate about marketing data, audience insights, digital systems, and how technology and analytics drive strategic business decisions. Seeking to contribute analytical, dashboard-building, and research.

## WORK EXPERIENCE

### Operations & Data Support Specialist

Turn2Partners, Remote | May 2022 – Sep 2025

- Analyzed inquiry patterns daily and improved ticket routing efficiency by 18%.
- Created detailed documentation and internal reports supporting compliance.
- Collaborated with cross-functional teams to identify and resolve operational inefficiencies.

### Client Success Operations Coordinator

HKT Teleservices, Remote | Dec 2017 – Nov 2019

- Resolved billing, account, and order discrepancies using data-driven review.
- Developed workflow documentation that improved new hire onboarding.

### Customer Operations Associate

Teleperformance USA | Jun 2016 – Dec 2017

- Identified recurring issues and contributed to reducing escalation rates.

- Maintained accuracy in analyzing account and payment concerns.

## EDUCATION

### **Bachelor of Science, Data Analytics (In Progress)**

Colorado State University Global | Expected Graduation: Aug 2026

### **Bachelor of Business Administration, Human Resources**

DeVry University | Graduated: 2021

## SKILLS

- SQL (Developing), Data Cleaning, Trend Analysis
- Dashboard Development (Excel; developing skills in Tableau/Power BI)
- Data Interpretation & Visualization
- Reporting & Documentation
- Process Improvement & Operational Analytics
- Research: Digital Finance, Consumer Behavior, Market Trends
- Tools: Excel, CRM Systems, Zendesk, Salesforce
- Cloud Data Concepts (Snowflake/BigQuery familiarity – coursework)

## PROJECTS

### **Retail Sales Performance Dashboard – Excel BI Project**

**GitHub Repository:** <https://github.com/SHAJI001/retail-sales-dashboard>

- Built an interactive Excel-based dashboard analyzing sales, profit, and regional performance using PivotTables, slicers, and visualizations.
- Developed KPI metrics (Total Sales, Total Profit, Profit Margin) and dynamic charts for Region, Category, and Monthly Trends.
- Cleaned and transformed raw sales data; engineered Month/Year fields; applied structured pivot logic to generate actionable business insights.
- Designed a professional BI-style layout with consistent formatting, slicer-driven filtering, and user-friendly reporting features.