SARDOR ISMATOV

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EDUCATION

SAMARKAND INSTITUTE OF ECONOMICS AND SERVICE   **SAMARKAND**
Economics, Banking   *2019 - 2023*

MAAB ACADEMY   **TASHKENT**
Data Analytics Trainee | SQL, Python , Power BI   *November 2024 – February 2025*

EXPERIENCE

"Biznesni Rivojlantirish Banki", Bukhara city branch   **BUKHARA**
Intern   *March 2023 - January 2023*

- Optimized the bank's document archive by ensuring proper classification and systematic organization..
- Used **Microsoft Excel** to create and maintain detailed logs of customer interactions**, loan statuses** improving data accuracy and accessibility.
- Assisted over 400 bank customers by providing comprehensive explanations of banking operations, helping to resolve their issues twice as fast.
- Contacted over 200 loan defaulters via phone, increasing the loan repayment process by 40%.
- Collaborated with bank staff on various projects, including conducting in-person visits to borrowers' residences to facilitate the resolution of problematic loans, resulting in a **30% improvement** in efficiency.

"Biznesni Rivojlantirish Banki" Bukhara Karakul region Bank services office   **BUKHARA**
Intern   *August 2023 – November 2023*

- **Used Microsoft Excel** to generate track loan repayment progress. Modified loan payments, updated customer numbers, and managed debts, account numbers within Excel sheets.
- Contacted over 400 loan defaulters by phone, contributing to a 60% acceleration in the loan repayment process.
- Advised **200+ customers** on deposit options, interest rates, and loan products, increasing **customer satisfaction by 80%**.
- Efficiently managed iABS software, opening, closing, updating, and verifying the credit history of over 80 customer accounts, ensuring high-quality service.
- Verified and retrieved over **120 ATM cards** stuck in machines, **boosting customer satisfaction by 70%**.

"Maab Innovation"   **TASHKENT**
Data Analyst (Support Teacher)   *March 2025 – Present*

- Supported students in data analytics projects by assisting with SQL, Excel, Python (Pandas, Seaborn), and Power BI
- Helped debug code, reviewed submissions, and provided feedback on data cleaning, and visualization techniques
- Retail Sales Dashboard (Project) – Built an interactive sales dashboard to analyze product performance, revenue distribution, and customer behavior with Drill-through and Drill-down options using demo dataset
- Uzbekistan Population Growth Analysis (Project) – Created a Power BI dashboard using real demographic data to visualize population trends by region and year

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SKILLS

- Hard skills : Excel, SQL, Python, Pandas, Power BI, Data Visualization
- Soft skills: Analytical Thinking, Time Management, Customer Service, Teamwork

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LANGUAGES

- **ENGLISH**   *Professional*
- **UZBEK**   *Mother tongue*
- **RUSSIAN**   *Intermadiate*

CERTIFICATES

- International English Language Testing System(IELTS C1), 2023
- Microsoft Excel - Excel from Beginner to Advanced(Udemy) , 2024
- Google Data Analytics: Foundations (Coursera) – 2024

PORTFOLIO

- Blinkit Indian quick-commerce service . Click here to see this dashboard
- Retail Sales Dashboard. Click here to see this dashboard
- Uzbekistan Population Growth Analysis . Click here to see this dashboard
- Banking Operations Relational Database (30 Tables) . Click here to see queries
- Retail Sales KPIs for Growth. Click here to see queries