**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](https://app.powerbi.com/view?r=eyJrIjoiZTNhMTE0NjctYjQyZS00NDI1LThkNzgtZmE3OGNmNzNlZjAzIiwidCI6ImY3YjQ5MjU0LTMxZmYtNDVkZS04NGJkLTEyMDczYzcyZDMzMSIsImMiOjEwfQ%3D%3D) (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](https://app.powerbi.com/view?r=eyJrIjoiNWJhZWM4MTMtYzA1Zi00YmM3LTg2YmItYjM2ZmEwZDI5Zjk1IiwidCI6ImY3YjQ5MjU0LTMxZmYtNDVkZS04NGJkLTEyMDczYzcyZDMzMSIsImMiOjEwfQ%3D%3D) (Project) – Created a Power BI dashboard using real demographic data to visualize population trends by region and year |
| **SKILLS** |  | * Hard skills : Excel, SQL, Python, Pandas, Power BI, Data Visualization * Soft skills: Analytical Thinking, Time Management, Customer Service, Teamwork |
| **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](https://app.powerbi.com/view?r=eyJrIjoiNjljYWExZjgtNThlNS00Y2FlLWJiYmEtZTY1YTNmMjhhNzM1IiwidCI6ImY3YjQ5MjU0LTMxZmYtNDVkZS04NGJkLTEyMDczYzcyZDMzMSIsImMiOjEwfQ%3D%3D) to see this dashboard * [Retail Sales Dashboard](https://app.powerbi.com/view?r=eyJrIjoiZTNhMTE0NjctYjQyZS00NDI1LThkNzgtZmE3OGNmNzNlZjAzIiwidCI6ImY3YjQ5MjU0LTMxZmYtNDVkZS04NGJkLTEyMDczYzcyZDMzMSIsImMiOjEwfQ%3D%3D). [Click here](https://app.powerbi.com/view?r=eyJrIjoiZTNhMTE0NjctYjQyZS00NDI1LThkNzgtZmE3OGNmNzNlZjAzIiwidCI6ImY3YjQ5MjU0LTMxZmYtNDVkZS04NGJkLTEyMDczYzcyZDMzMSIsImMiOjEwfQ%3D%3D) to see this dashboard * [Uzbekistan Population Growth Analysis](https://app.powerbi.com/view?r=eyJrIjoiNWJhZWM4MTMtYzA1Zi00YmM3LTg2YmItYjM2ZmEwZDI5Zjk1IiwidCI6ImY3YjQ5MjU0LTMxZmYtNDVkZS04NGJkLTEyMDczYzcyZDMzMSIsImMiOjEwfQ%3D%3D) . [Click here](https://app.powerbi.com/view?r=eyJrIjoiNWJhZWM4MTMtYzA1Zi00YmM3LTg2YmItYjM2ZmEwZDI5Zjk1IiwidCI6ImY3YjQ5MjU0LTMxZmYtNDVkZS04NGJkLTEyMDczYzcyZDMzMSIsImMiOjEwfQ%3D%3D) to see this dashboard * Banking Operations Relational Database (30 Tables) . [Click here](https://github.com/SardorIsmatov/PortfolioGithub/tree/main/Banking_project) to see queries * Retail Sales KPIs for Growth. [Click here](https://github.com/SardorIsmatov/PortfolioGithub/tree/main/Retail_sales_KPIs_with_SQL) to see queries |