**UL NURKHANOV**

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*dabbi***CAREER OBJECTIVE**

Data Analyst with a strong background in Business Analytics, seeking to leverage expertise in data extraction, interpretation, and visualization in a Data Analytics role. Adept at using SQL, Tableau, and Excel to deliver actionable insights and support strategic decision-making. Committed to driving business outcomes and effectively communicating complex data to non-technical stakeholders.

**PROFESSIONAL EXPERIENCE**

**Billing Analyst Kaseya – Miami, FL 08/23 – 02/24**

* Analyzed financial transactions, internal financial processes, invoices, credit and debit adjustments, billing records, product billing and service cancellation.
* Created service tickets on **Zendesk**, processed financial transactions on **Zoura** app and logged all billing and collections incidents in **Salesforce/NetSuite** with complete and accurate information.
* Coordinated with other departments to resolve partner billing issues and track incidents.
* Created user stories and training material for internal and external use.
* Collaborated with technical teams to ensure user functionality of billing application system.
* Improved billing accuracy by 15% through meticulous invoicing analysis.

**Business Analyst**  **09/19 – 08/21**

**LE’s Restaurants Incorporated – Boston, MA**

* Conducted sales performance analysis using SQL and Excel, driving a 15% increase in quarterly revenue through actionable insights.
* Designed and developed visualizations in Tableau, providing clear KPIs and enhancing data-driven decision-making.
* Performed UAT testing and validated business requirements, ensuring successful application enhancements and deployments.

**Application Architect Program** **11/18 – 05/19**

**Academy – Miami, F**

**Business Operations Analyst 02/17 – 06/17**

**AppleOne / IPC – Miami, FL**

* Queried data from various databases to create customized reports utilizing **Hadoop, SQL, Tableau, Access**, and **Excel**.
* Created Database and Business Process Flow Maps utilizing Access and **MS Visio**.
* Created dashboards for future use in Business Operations.
* Created **Service Tickets Utilizing Jira**.

**Business Analyst 07/15 – 10/15**

**AppleOne / Burger King Corporation – Miami, FL**

* Designed and updated **Procure to Pay, Report to Revenue, Order to Cash** service catalogs and Standard Operating Procedures
* Conducted research and analysis to develop business requirements and related business rules based on division group requirements.
* Created 100+ Process Flow maps and presentations utilizing **MS Visio** and **MS Power Point**.
* On-boarded new business processes to create synergies between divisions. Created activity matrix for further business analysis.

**Retail Business Analyst 01/15 – 07/15**

**TEKsystems / Tracfone Wireless Inc. – Doral, FL**

* Used **SQL** and **MS Excel** to generate sales performance reports.
* Analyzed vendor incentive programs utilizing daily, monthly and quarterly sales data.
* Conducted research and analysis to identify the most critical business areas and failures with the

greatest financial and customer impact.

* Extracted, transformed and loaded data from **SQL** and external sources to perform data analysis.
* Streamlined reporting processes, reducing report generation time by 20%

**Business Systems Analyst 06/14 – 12/14**

**TEKsystems / Assurant Solutions**

* Designed and updated standard operating procedures, user stories and training materials.
* Performed root cause analysis and recorded application errors for further development.
* Acted as a liaison between technical teams and stakeholders to ensure precise documentation.
* Captured requirements, translating into functional specifications for related business groups and stakeholders.
* Created presentations for reporting managers using **MS Power Point, Visio** and **Business Objects** (Info View)
* Extracted and transformed data / files from **SQL** and other internal sources.
* Collaborated with cross-functional teams to gather requirements.

*dabbi* **Skills & Knowledge Areas**

 **Technical Skills**: SQL, R, Tableau, SPSS, Zendesk, Salesforce, NetSuite, MS Access, MS Excel

 **Analytical Skills**: Data Analysis, Financial Modeling, Performance Analysis, Root Cause Analysis

 **Soft Skills**: Collaborative Approach, Quality Assurance, Requirements Gathering

*dabbi***EDUCATION**

**Northeastern University, Boston, MA**

**Bachelor of Science in Finance *Sep 2008 – Dec 2012***

*dabbi* **CERTIFICATE**

* **MCSE SQL 2016 Data Management and Analysis *May 24, 2019***
* **Google Data Analyst Professional Certificate *October 2, 2024***