



MUHAMMAD ABID SOLIHIN

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🌐 A'bid Solihin

SUMMARY

Versatile professional with a strong foundation in mathematics, problem-solving, and operations management. Experienced in training and customer service, with a proven ability to enhance efficiency and drive business improvements. Skilled in data analysis, reporting, and decision-making, with technical expertise in Python, SQL, and Excel. Passionate about leveraging analytical and interpersonal skills to streamline operations, improve customer experiences, and support strategic initiatives.

WORK EXPERIENCE

Customer Service Executive | Soong Yuan Carrier & Towing 2024 - Present

- **Managed an average of 200+ customer inquiries daily**, providing accurate service estimates and coordinating towing logistics.
- **Improved customer service operations**, resulting in a 98% satisfaction rate by efficiently handling service requests and resolving complaints.
- **Trained and supervised new hires**, improving response time and service quality.

Learning and Development Executive | Suria KLCC 2023 - 2024

- **Led the onboarding process** for new employees, guaranteeing a seamless integration into company operations.
- **Created and conducted** five training programs, boosting employee engagement and retention rates.
- **Coordinated large-scale career fairs**, drawing in over 500 participants and strengthening recruitment initiatives.
- **Handled and tracked purchase orders** to ensure financial compliance and prompt payments.

EDUCATION

Bachelor of Sciences (Mathematics) 2019 - 2023

Universiti Teknologi Malaysia

Pre-University 2018 - 2019

Perak Matriculation College

ACTIVITIES

- **President**, Perak Matriculation Islamic Association
- **Batch Leader**, Perak Matriculation College
- **Head Facilitator**, Perak Matriculation College
- **Best Presenter** and **Best Prototype** in Physics Glider Competition
- **Contingent Leader**, Penang SUKMA (Sukan Malaysia) 2022
- **Team Leader** for **Malaysia & UTM E-sports Team** - International Tournament, Macau and actively contributing to the university's presence in the E-sports scene
- **Volunteer Organizer**, Homeless Assistance Initiative, Johor Bahru
- **Academic Presenter**, National Linguistic Conference, UKM Langkawi

TECHNICAL SKILLS

- Excel (Pivot Tables, VLOOKUP)
- Python (Pandas, NumPy)
- SQL (Basic Queries, Data Retrieval, MySQL)
- MATLAB & R (Basic Statistical Analysis)
- Power BI & Tableau (Data Visualization)

SOFT SKILLS

- Leadership & Team Management
- Communication & Public Speaking
- Customer Service & Relationship Management
- Languages: English (Fluent), Malay (Native), Indonesian (Intermediate)