



MUHAMMAD ABID SOLIHIN

📍 Ipoh, Perak

☎ 016-6670396

✉ abidsolihin1@gmail.com

🌐 A'bid Solihin

🐙 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 | *Allianz Malaysia* 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 - Skudai, Johor

Pre-University 2018 - 2019

Perak Matriculation College - Gopeng, Perak

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

CERTIFICATE

- **SQL** Certification - *DataCamp*
- **Tableau** Certification - *DataCamp*
- **Python** Certification - *Udemy*

PROJECTS

- Supply Chain Performance & Stockout Analysis
- Project Management Analysis
- E-Commerce Sales Trends Analysis
- Airline On-Time Performance Analysis
- Airbnb Market Analysis: Pricing, Availability
- Customer Retention & Churn Insights
- Financial Risk Analysis: Analyze Loan Performance
- Sales & Revenue Forecasting

TECHNICAL SKILLS

- Excel (Advanced Functions, Pivot Tables, VLOOKUP, Forecasting)
- Python (Pandas, NumPy, Data Cleaning, EDA, Forecasting)
- SQL (Data Retrieval, Joins, Aggregations, MySQL)
- Power BI & Tableau (Interactive Dashboards, KPI Reporting, Time Series Analysis)
- Data Analytics (ETL, Business Insights, Storytelling)
- R & MATLAB (Basic Statistical Analysis)
- Project Planning Tools (Gantt Charts, Milestone Tracking)

SOFT SKILLS

- Leadership & Team Management
- Communication, Public Speaking & Client Interaction
- Customer Service & Relationship Management
- Problem-Solving & Critical Thinking
- Time Management & Accountability
- Training, Coaching & Development
- Freelance Adaptability & Initiative

LANGUAGES

- Malay - Native
- English - Professional
- Indonesian - Intermediate