



MUHAMMAD ABID SOLIHIN

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PROFESSIONAL SUMMARY

Analytical powerhouse with a mathematics backbone and a sharp eye for translating raw data into business wins. Backed by 8+ data projects across Power BI, SQL, Tableau & Python, I specialize in turning messy data into crystal-clear dashboards and insights that drive action. With a track record in training, service, and process optimization, I bridge the gap between people and numbers and I make both work smarter. Hungry to bring data-driven impact to teams that value results over fluff.

WORK EXPERIENCE

Customer Service - 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.

PROJECTS

Supply Chain Performance & Stockout Analysis - Tableau

Designed a real-time dashboard to track inventory flow, delivery delays, and stockout incidents across regions. Applied predictive analytics to flag potential disruptions, helping optimize restocking strategies and streamline operations.

E-Commerce Sales Trends Analysis - Tableau

Built an interactive time-series forecasting model to analyze and visualize monthly sales trends. Created dynamic dashboards highlighting revenue patterns and sales variances, enabling data-driven planning and marketing strategy refinement.

Airline On-Time Performance Analysis - Power BI

Developed a detailed report examining flight delays by airline, route, and departure time. Uncovered key delay drivers and presented insights through intuitive visualizations, supporting strategies for operational improvements.

Project Management Analysis - Power BI

Engineered a centralized dashboard to monitor task progress, resource allocation, and project deadlines. Integrated multiple data sources to provide a unified view of project health, enhancing visibility and supporting better planning decisions.

Airbnb Market Analysis: Pricing, Availability - Power BI

Analyzed 10,000+ Airbnb listings to explore pricing trends, availability patterns, and top-performing neighborhoods. Delivered an interactive dashboard that helped surface insights for smarter pricing and competitive market positioning.

EDUCATION

Bachelor of Sciences (Mathematics)

2019 - 2023

Universiti Teknologi Malaysia - Skudai, Johor

- Final Year Project: "The Effect of Quasi-Periodic Gravity on Chaotic Convection in Nanofluid" Completed a research project exploring **nonlinear dynamics** and **heat transfer behavior** in nanofluids under variable gravity conditions.

Science Physical

2018 - 2019

Perak Matriculation College - Gopeng, Perak

- **Peer-Assisted Learning (PAL) Leader** for Mathematics, Led peer tutoring sessions to reinforce mathematical concepts and improve academic performance.
- Participant, **Mathematics Olympiad 2018**, selected to represent school in a competitive mathematics event focused on logical reasoning and advanced problem-solving.

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

CERTIFICATIONS

- Certified in **SQL** (2022) from *DataCamp*
- Certified in **Tableau** (2022) from *DataCamp*
- Certified in **Python** (2025) from *Udemy*

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

LANGUAGES

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