

Ahsan Jamil

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Experience

Solaris

Working Student - Third Party Risk Management

September 2024 - Present

- Successfully extracted SLAs and conducted workshops for each of the 7 partners and providers
- Assisted across teams in ad-hoc support relating to outsourcing management
- Developed an XGBoost/LightGBM fraud detection model with hyperparameter tuning and cross-validation, achieving 90% accuracy in Shack

Noon - The Social Learning Platform

Business Analyst - Product Operations & Global Growth

April 2023 - May 2024

- Empowered data-driven decision-making by developing the Global Growth Dashboard, providing key metrics via Tableau and an SQL view on Superset, and saving six man-hours weekly
- Enhanced user experience and increased signup rate by 33% by resolving a language setting issue in the Android onboarding process, mitigating a 56% drop-off
- Analyzed user data to create RFM segments, targeted email campaigns, and increased conversion rates by 6%

Daraz (Alibaba Group)

Data Analyst - Regional Seller Marketplace

March 2022 - March 2023

- Improved search results and user experience by developing a SQL-based duplication detection system for Daraz Marketplace, identifying and resolving up to 20% duplicate SKUs and impressions daily across 5 countries
- Created a content quality strategy, increasing click-through rates by 7% and conversion rates by 5% across the platform
- Streamlined the product upload process and saved the QC team 10+ hours weekly by analyzing the root causes of product upload errors and implementing a rules engine that reduced errors by 18%

US Mobile

Product Analyst - CXP Team

September 2020 - January 2022

- Improved chatbot responses by analyzing customer inquiries and feedback, increasing successful issue resolution by 20%
- Optimized chatbot performance through A/B testing, boosting customer satisfaction ratings by 10%
- Enhanced customer support experiences by creating and administering chatbot training programs for support agents, resulting in a 25% increase in agent efficiency and a 10% reduction in response time

Education

Arden University

MS in Data Science

Berlin, Germany

Class of 2025

Ghulam Ishaq Khan Institute of Science & Technology

BSc in Mechanical Engineering

Pakistan

Class of 2020

Skills & Tools

Skills: MySQL, Python (pandas, numpy, matplotlib, TensorFlow), Machine Learning, Dashboarding, Data Analysis

Tools: BigQuery, Postgres, Airflow, Power BI, Tableau, Looker, Git, Github, Jira, Confluence

Language: English (C1), German (A2)