Sohrab Ekhtiari

Data Enthusiast, CX Specialist

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🌐 https://e-sohrab.github.io/

Work History

CX Specialist

Alibaba Travel Group, Jabama

Jul 2021- Present

- Developing data-driven approaches to assess the severity of customers' bad experiences
- Analyzing data and creating dashboards in some projects for operation team
- designing a process to follow and resolve complaints from different channels
- Monitoring different Metrics, online and offline channels to be aware of customers' opinions and experiences
- Holding meetings to participate with other teams and defining action particularly with Product, Design and Operation Teams

Co-founder

Sayan Startup

June 2017 - August 2017

- Designing an EEG-based device to attend in Kermanshah BCI event (which was held by SHEZAN company)

Telecommunication Intern

Bistoon Telecom

June 2017 - September 2017

Education

Amirkabir University of Technology

Master of Business Administration

2019 - 2021

Razi University

BSc. in Electrical Engineering

2014- 2018

- Building a team and doing robotic-related activities according to needs of university and practicing educational concepts in an unofficial lab

Skills and Abilities

- Data Analysis with python
- MS office Software (Word, Excel, PowerPoint, Visio)
- MS Power BI
- T-SQL Querying and Relational Database Concepts
- Creating Dashboards in Metabase
- Familiarity with PySpark
- Familiarity with CRM data, tools and processes
- Customer Journey Mapping
- Designing Survey
- Communication Skills
- Teamwork skills