



FAAEZ RIAZ

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Data Analyst with experience in managing IT operations and leading AI-focused projects for contact centres. Well versed in agile methodologies, stakeholder relationship management and client services. Currently pursuing a Master's in Business Analytics from Central European University and looking for opportunities that would allow me to combine my previous experience with my graduate education in analytics.

EDUCATION

MS in Business Analytics, [Central European University](#) *Exp. Jun 2020*

- Relevant courses: Data Management and Analysis with R & Python, Finding Patterns with Regressions, Big Data & Cloud Computing (Hadoop and Spark), Data Visualization, Data Engineering, Deep Learning in R, Machine Learning

BS in Computer Science, [Lahore University of Management Sciences](#) *2012-2016*

- Teaching Assistant for Computational Problem Solving and Software Engineering
- Vice President E-sports at LUMS
- Final Year Project: Content Centric Networks
- Relevant courses: Machine Learning, Artificial Intelligence, Network Security, Networks Research, Databases, Computer Organization, Automata, Operating Systems, Data Structures and Algorithms.

PROFESSIONAL EXPERIENCE

Technical Account Manager, [Afiniti](#), Lahore, Pakistan *Dec 2017-Jun 2019*

- Led cross-functional teams during project deployments, feature development and bug-fixes
- Studied clients' business environment and data to facilitate data understanding, normalization and analysis by internal teams
- Defined short-term and long-term account goals, reported performance to leadership
- Defined and ensured adherence to Service Level Agreements and Standard Operating Procedures

Featured projects, achievements

- Got promoted to client facing leadership role in just over a year
- Successfully led development of analytics tool for subrogation cases handled by agents of a large U.S. medical insurance provider; led to 13% reduction in average handle time
- Designed and delivered dynamic pricing solution for a large hospitality chain's contact center; tool leveraged CRM data, customer and agent demographics to make real-time suggestions; led to 4% increase in monthly revenue

Analyst Software Engineer, [Afiniti](#), Karachi, Pakistan *Aug 2016-Dec 2017*

- Tier-2 support and DevOps Engineer for Afiniti's clients
- Responsible for investigation of production incidents, root-cause analysis and break-fix
- Developed automation scripts to streamline Afiniti's performance stats reporting using Python and Excel
- Worked with project teams to provide data analysis and visualization using data extraction and analysis tools like Excel, Tableau and MySQL
- Extensively used and compiled reports on Jira through use of Dashboards and JQL
- Worked to streamline Afiniti's data pipeline for multiple clients and establish data integrity checks

SKILLS AND INTERESTS

- English (proficient), Hindi (conversational), Urdu (native)
- R (Expert), Tableau (Expert), SQL (Expert), Python, Excel, Git, Avaya, ININ, Knime, Jira
- Vocational Instructor at [Benazir Bhutto Shaheed Youth Development Program](#)
- Volunteer at [International Fund for Houbara Conservation](#)
- Enjoys swimming, cricket, reading, board games, traveling