

Nodir Zakhidov

community.mis.temple.edu/nzakhidov

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

Bachelor of Business Administration, Graduation: May 2017

MAJOR: Management Information Systems

GPA: 3.79 | Dean's List: Fall 2013-Present

RELEVANT COURSES:

Data-Centric Application Development, Digital Design and Innovation, Enterprise IT Architecture, Data Analytics, Data Science, Management, Information Systems in Organizations, Operations Management, Financial Accounting

ACTIVITIES AND AWARDS:

- Member, Association for Information Systems Fall 2013 – present
- Recipient, University Scholarships Fall 2013 – present
- Recipient, S Jay Sklar Esquire Scholarship Fall 2014 – present

EXPERIENCE:

BILLTRUST, Hamilton, NJ

Client Services Intern

May 2015 – August 2015

- Planned, managed and executed a time-and-motion study within the Client Services department to understand how customer service representative are spending their time in order to ascertain and implement steps to improve areas of need.
- Redesigned and improved customer service templates in order to record and analyze client satisfaction survey statistics, feedback and performance metrics
- Extracted and analyzed customer service metric reports from Salesforce CRM and presented them to the director of Client Services to understand whether customer service representatives are meeting certain performance thresholds.
- Collaborated with Client Services team leaders to brainstorm and implement short and long term action plans to improve the quality of service and the efficiency of customer service representatives.

Z-BROTHERS SERVICE CENTER SUNOCO, Philadelphia, PA

Sales Associate

March 2014 – May 2015

- Oversaw all the sales and payments for fuel and merchandise in order to ensure a speedy service to more than 200 customers a day.
- Maintained a cash drawer by being responsible for all cash, coupons, checks, and receipts in the drawer.
- Assisted in the daily operations of a mechanic shop by processing payments for vehicle repairs.
- Provided immediate, efficient and welcoming customer service by demonstrating concern and patience in all customer dealings.

SWEET LUCY'S SMOKEHOUSE, Philadelphia, PA

Line Cook

June 2012 – August 2012

- Worked in teams to prepare and serve a variety of different foods at a fast paced environment.
- Carried out orders by phone and carefully processed them through a computer system.
- Provided catering to many different events, and made sure all the orders were delivered on time.
- Sustained a clean and hygienic work station which included tables, shelves, grills and broilers.

INFORMATION TECHNOLOGY SKILLS

- Web Development: WordPress, HTML, CSS
- Software: Microsoft Word, PowerPoint, Excel, Google Analytics, Tableau, SAS Enterprise Miner, R Statistical Computing, VMware Workstation, SQL

LANGUAGES:

- Uzbek: limited working proficiency
- Russian: limited working proficiency