

# Nodir Zakhidov

community.mis.temple.edu/nzakhidov

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EDUCATION: TEMPLE UNIVERSITY, FOX SCHOOL OF BUSINESS

**Bachelor of Business Administration, Graduation: May 2017**

MAJOR: Management Information Systems

**GPA: 3.75**

RELEVANT COMPLETED COURSES:

Lead Global Digital Projects, Digital Design and Innovation, Enterprise IT Architecture, Data Analytics, Data Science, Information Systems in Organizations, Business Communications, Leadership & Organizational Management

INFORMATION TECHNOLOGY SKILLS:

- Web Development: PHP, HTML, CSS, WordPress
- Software: Microsoft Excel, Google Analytics, Tableau, SAS Enterprise Miner, R-Studio, VMware Workstation, SQL Workbench
- Other: Lean Six Sigma White Belt

EXPERIENCE:

**WAL-MART STORES, INC. CORPORATE OFFICE**, Bentonville, AR

**Global Back Office Solutions Intern**

June 2016 – August 2016

- Collaborated with business, data, and technical experts and proposed a new structure to consolidate individual data teams into a single team in order to reduce operating expenses by effectively standardizing processes and tools, prioritizing work requests, and allocating resources.
- Worked with Agile experts to understand Agile software development and proposed an Agile way of working for the Data Conversion team of 41 in order to work efficiently by reducing the duration and cost of ERP Data Conversion projects.
- Prepared a guide for the Data Conversion team which included information regarding roles, responsibilities, and processes to reduce onboarding duration for newly hired associates and add value to the company.

**BILLTRUST**, Hamilton, NJ

**Client Services Intern**

May 2015 – August 2015

- Planned and executed a time-and-motion study within the Client Services department to understand how customer service representatives were completing tasks and implement steps to improve areas of need at a fast-growing billing services provider.
- Redesigned and improved customer service templates in order to record, analyze, and improve client satisfaction survey statistics, feedbacks, 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 were meeting performance thresholds.
- Collaborated with Client Services team leaders to brainstorm and implement short and long term action plans to improve the quality and efficiency of customer service representatives.

**FOX SCHOOL OF BUSINESS**, Philadelphia, PA

**Information Technology Assistant**

August 2015 – Present

- Assist students with in-class exercises which involves creating and extracting data from a transactional database model using SQL, performing ETL functions on Excel, and using data mining techniques such as clustering, association and decision trees to discover trends in analytical data stores.
- Work with students outside of the classroom to reinforce concepts, complete assignments and improve performance on examinations.
- Validate and grade homework assignments of more than 60 students to ensure an accurate record of student performance.

**TEMPLE UNIVERSITY LIBRARY**, Philadelphia, PA

**Library Student Assistant**

January 2016 – Present

- Assist students, staff members and guests to gain access to library resources, technologies, and services.
- Create digital copies of frequently used chapters by professors to ensure students have online access to required materials.
- Accurately process and provide books and resources to students borrowing from Temple partnered libraries.

ACTIVITIES AND AWARDS:

- Member, Dean's List Fall 2013 – Present
- Recipient, Temple University Scholarships Fall 2013 – Present
- Member, Association for Information Systems Fall 2013 – Spring 2016
- Recipient, S Jay Sklar Esquire Scholarship Fall 2014 – Spring 2016

LANGUAGES:

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