Muhammad Zaki Fuadi

Data Analyst | Data Engineer
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Banjarmasin, South Kalimantan

Experienced in interpreting and analyzing data to drive growth for a customer care department. I am a fast learner and can work with a team or individually. Provide the input, analytics, insight, and business intelligence needed to drive data-driven decisions, Passionate with technology especially in all Data engineering, Data Analyst, and Customer Service Measurement also.

SKILLS QUALIFICATION

Software Skills
- Python, R Programming
- SQL database, Spreadsheet
- Google Cloud Platform
- Tableau, PowerBI, Looker, Metabase, Streamlit
- Google Big Query, dbt
- Docker, Virtual Machine
- Airflow (Apache Spark)
- ArcGIS, QGIS
- KNIME, Hadoop, Talend, Pentaho
- UIpath
- Trello

Research Skills
- Data Visualization
- Machine Learning
- Deep Learning
- Natural Language Processing
- Time Series Analysis
- Multivariate Analysis
- A/B Testing

Soft Skills
- Presentation Skill
- Public Speaking
- Negotiation Skill
- Team Work
- Leadership
- Critical Thinking
- Problem-Solving

PROFESSIONAL EXPERIENCE

Data Analyst - Fast Track Program
DQLAB - Indonesian
Jan 2024 - Feb 2024

DQLab is an online learning platform that focuses on introducing Data Science & Artificial Intelligence (AI)
- Received training such as a webinar, hands-on, and practice cases about data analyst.
- Solved practical cases per module such as data ingestion with Pentaho, ETL tools use LinxR, and visualizing the data using Streamlit.
- Final Project: **sales price predictions** (land, house, apartment)
  Project Details: Scraping data use Python and selenium, design end-to-end machine learning predictions for sales price (land, house, apartment) at Lamudi.com.
- Final Project: "Sudah siapkah Indonesia menggunakan Nuklir dalam medis ?"
  Project Details: Analyzing Data of Hospitals with Cyclotron Facilities and Nuclear Medicine Staff Competence, Leading to Policy Formulation for Stakeholders.

Data Consultant (Project-Based)
Personal | Universitas Pramita Indonesia
Jan 2024 - Jan 2024

A Lecturer's Endeavor into Data Science Exploration Project
- Providing Insight on Project Implementation with CRISP-DM
- Designing an End-to-End Unsupervised Data Pipeline for Feasibility Clustering of Aid Recipients.
- Evaluating Clustering Models Using Metrics: ARI, MI, Homogeneity, Completeness, V-Measure, FM, CH, and Silhouette Score.

Data Engineer (Project-Based)   Jan 2024 - Jan 2024
Rakamin | BTPN Syariah

The bank company offers syariah financing and funding services

- Finishing various tasks related to the activity of the Data Engineer from BTPN Syariah, such as Data Engineer.
- Implementing and acquiring various skills and tools commonly used at BTPN Syariah, such as T-SQL Programming, data modelling, and data visualization.
- Creating end-to-end data pipeline for customer transactions, customer database, customer credit thereby improving credit management by highlighting delayed payment trends.

Data Scientist (Project-Based)   Dec 2023 - Dec 2023
Rakamin | ID/X Partners

The company provides consultancy services specializing in leveraging data analytics solutions.

- Finishing various tasks related to the activity of the Data Scientist from Id/x Partners, such as Data Scientist.
- Implementing and acquiring various skills and tools commonly used at Id/x Partners, such as SQL Programming, Python Programming, and Machine Learning.
- Creating end-to-end machine learning predictions for credit risk and reduce problem loans.

Data Analyst   Nov 2023 - Nov 2023
Cygnus Bite| Remote

A company that works on or supports real-case projects for outstanding micro, small, and medium-sized enterprises (UMKM) entrepreneurs..

- Cleansing data using spreadsheet formulas, creating data summaries, and charts for "Kopi Ratu" coffee shop.
- Drawing conclusions and providing data-driven recommendations for the coffee shop owner.

Data Scientist (Project-Based)   Nov 2023 - Nov 2023
Rakamin | Home Credit Indonesia

The company is a technology-based financing company with a wide range of store partners.

- Finishing various tasks related to the activity of the Data Scientist from Home Credit Indonesia, such as Data Scientist.
- Implementing and acquiring various skills and tools commonly used at Home Credit Indonesia, such as Big Data Fundamental Knowledge, SQL Programming, Python Programming, Machine Learning, Data Warehouse, and more
- Creating end-to-end machine learning predictions for product development (scorecard prediction) at Home Credit Indonesia.

Big Data Analytics (Project-Based)   Oct 2023 - Oct 2023
Rakamin | Kimia Farma

The company is a prominent Indonesian pharmaceutical company.

- Finishing various tasks related to the activity of the Big Data Analytics from Kimia Farma, such as Data Analyst.
- Transform the ERP database's sales, customer, and product data into a data mart and utilize Looker Studio for creating insightful reports to support decision-making.

Contributor   Feb 2023 - Aug 2023
Upwork.com - Remote

A freelancing platform connecting businesses with freelancers from various fields to collaborate remotely on projects.

- The task involves designing the formatting and navigation elements in Power BI to enhance the visual appeal and user experience of the reports.
- The task is to create a Power BI Dashboard, which involves designing and developing a visual representation of data using the Power BI tool for effective data analysis and reporting purposes.
- The task entails utilizing data analysis techniques and generating graphical reports as a Data Analyst specializing in graph reporting.
- Creating automation for data extraction from competitor websites, Google Maps reviews, and scheduling using Airflow with Looker-assisted visualization.

Data Engineer(Project-based)   Aug 2023 - Aug 2023
Rakamin | ID/X Partners

The company provides consultancy services specializing in leveraging data analytics solutions.
- Finishing various tasks related to the activity of the Data Engineer from ID/X Partners, such as Data Warehouse.
- Perform Import/Restore of the Staging Database and create a Database and establish Fact and Dimension Tables from the existing tables in the Staging database.
- Develop an ETL Job using Talend to seamlessly transfer data from the Staging to the Data Warehouse. Also, create a Stored Procedure (SP) in SQL Server to generate a summary of sales orders based on their delivery status.

Data Engineer(Project-based)   July 2023 - Jul 2023
Rakamin | Kalbe Nutritionals

The company specializes in the production and distribution of nutritional and functional food and beverages.
- Finishing various tasks related to the activity of the Data Engineer from Kalbe Nutritionals, such as Data Warehouse.
- Implemented ETL (Extract, Transform, Load) processing on Google Cloud Platform (GCP) using Airflow for scheduling and bash/shell scripts for data processing. Also, executed ETL workflows with Pentaho for seamless data integration.

Data Scientist (Project-based)   May 2023 - Jul 2023
Dibimbing | Bukit Vista

The company specializes in providing unique and memorable hospitality experiences through its portfolio of properties and services.
- Classify it into cataract and non-cataract classes, extract features using feature engineering techniques, and gain insights to solve problems.
- Perform data checking and cleaning using data cleaning methods, conduct data manipulation if necessary, gain data insights by analyzing relationships between various issues and proposed solutions, and conduct feature extraction for further analysis.
- Grouped data after feature extraction can be utilized for machine learning processing by comparing the accuracy of multiple models to determine the best model for data detection and classification.
- Final Project: System Recommendation
  Project details: The process of developing a hotel recommendation machine learning project using collaborative filtering involves utilizing user ratings and scraping data from GMaps and bukit-vista.com. This method analyzes user preferences to recommend hotels based on similarities with other users, while data scraping is employed to gather up-to-date information about hotels from external sources.

Data Engineer - Data Fellowship Program   Nov 2022 - Feb 2023
IYKRA - Jakarta, Indonesian

IYKRA helps corporates and public or individual learners answer their business questions by building better use of data. DataFellowship is one of their programs to create Data Professionals with knowledge, real project execution, and soft skill development.
- Received training such as a webinar, hands-on, and practice cases about Data engineering.
- Solved practical cases per module such as data ingestion with Python and Airflow, Big Data processing tools with Spark Kafka dbt, and visualizing the data using Looker.
- Final Project: Banking Marketing
  Project Details: Define customer segmentation on the bank using RFM, design end-to-end data pipeline with Lambda Architecture, so the business intelligence/analyst could choose between whether to use batched data or real-time streamed data and create analytics dashboard based on data from the analytics database (data warehouse) and derive some insight from it.

Data Analyst   Oct 2021 - Sep 2022
PT. Trio Motor - Banjarmasin, Kalimantan Selatan

Main Dealer for Honda Motorcycle businesses in South Kalimantan and Central Kalimantan
- Develop big data analysis in each business line (sales, unit entry, parts) and business support (customer care) using SQL, Spreadsheet, and PowerBI (Dax Query).
- Monitoring quality use case implementation of Main Dealer and develop data warehouse by SQL Server.
- Increase the business value in 5 departments (sales, unit entry, parts, marketing, logistics, and customer service

center).

- Project-based: Sales Department (Return Order, Buying Cycle, Migration Path, RFM Funneling, Monitoring Achievement Funneling), Technical Service Department (Service Cycle, Near Far Analysis, KPB, and Coverage Area), Part Department (Hotline Order Monitoring), HC3 / CRM department (Leads Management (H1/H2), Complaint Handling Monitoring, Honda People Monitoring, Network Operational Standard Monitoring vs Survey Monitoring), Marketing Department (Product Domestic Regional Brand Analysis).

Supervisor CS Measurement   Oct 2021 - Sep 2022
PT. Trio Motor - Banjarmasin, Kalimantan Selatan
Main Dealer for Honda Motorcycle businesses in South Kalimantan and Central Kalimantan
- Monitoring of customer service satisfaction survey activities conducted by vendors & internal Main Dealer, analyzing the results of ongoing surveys, and reminding the department if there are findings of problems in customer service.
- Ensuring Corrective Action (remedial, monitoring, preventive) Department runs on every dealer who still has deficiencies in customer service.
- Engaging in Customer Satisfaction Surveys (CSL), conducting Call Surveys, implementing Mystery Shopping and Calling programs, and actively monitoring Network Operation Services (NOS) to ensure top-notch service quality. Applying the PDCA cycle for continuous improvement in customer satisfaction and service excellence.
- Increase customer care KPI for the company from 85.70% to 87.40% in the first half of 2022.

GIS Analyst   Jun 2020 - Jun 2021
Badan Pusat Statistik - Banjarmasin, Kalimantan Selatan
Indonesia's central statistical agency that collects, analyzes, and disseminates data to support decision-making in various sectors
- BPS manages statistical data using GIS tools, including geospatial data collection, analysis, and visualization, as well as maintaining geodatabases.
- Using shortcuts and coding to speed up area mapping and speed up regional data input such as longitude point, latitude point, census block code, RT code, and area code simultaneously.
- Successfully mapped 12 areas, 105 RT, and 70,000 houses with a 40% faster completion rate than the deadline.

The administrator of Sensus Penduduk 2020   Feb 2020 - Mei 2020
Badan Pusat Statistik - Banjarmasin, Kalimantan Selatan
Indonesia's central statistical agency that collects, analyzes, and disseminates data to support decision-making in various sectors
- Fully responsible for the administration of the population census, including coordination with local agencies for the socialization of the census.
- Monitor incoming and outgoing letters, assignments, goods and services procurement files, and population census publication materials. Archive documents monthly.
- My achievement is having knowledge in government office administration management like (SAKTI) and efficient mailing and filing using techniques such as index, vlookup, hlookup, pivot, and others.

Data Analyst   Oct 2017 - Jan 2018
PT. Geotama Energy - Yogyakarta, DIY
Companies engaged in oil, gas, and mining consulting
- Responsible for data pre-processing including data cleaning, data reduction, data transformation, and using classification algorithm
- After the data is clean, it can be classified according to the role that has been created, integrated into the model, and made a decision on the value of water saturation and clay content with FIS (Fuzzy Inference System).
- Increase model accuracy by 3% of the company model so that it becomes an insight for decision-making.

ACADEMIC QUALIFICATION

Bachelor of Mathematics   Sep 2015 - Agt 2019
University - City, Country
- GPA of 3.08/4.00
- Activity – Hibah PKM-KC 2015 - HOSWARD (HOT STEAM WARDROBE) as an Efficient Technology for Dressing Clothes in the Laundry Industry.
- Activity – LKTIM Makassar State University 2016 - Hibah PKM-KC 2015 - HOSWARD (HOT STEAM WARDROBE) as

an Efficient Technology for Dressing Clothes in the Laundry Industry.
- Activity – FIGMA 2018 Finalist - Applications to calculate the volume of space to make it easier for students to determine the volume geometry.
- Publication – Thesis - Value of Estimation The Operational Risks With Bayesian Method.
- Publication – Research - Loss Distribution Approach for Company Operational Risk Analysis.

ORGANIZATIONAL EXPERIENCE

Advisory Board   Jan 2018 - Dec 2018
Mathematics student association (HIMATIKA UNY) - Sleman, DIY

Coordinator Makassar Regional of LSM XXVI   Dec 2017 - Feb 2018
Mathematics student association (HIMATIKA UNY) - Sleman, DIY

Head of Welfare and Advocacy   Jan 2017 - Dec 2017
Mathematics student association (HIMATIKA UNY) - Sleman, DIY

Deputy Seminar Event of LSM XXV   Dec 2016 - Feb 2017
Mathematics student association (HIMATIKA UNY) - Sleman, DIY

The staff of Welfare and Advocacy   Jan 2016 - Dec 2016
Mathematics student association (HIMATIKA UNY) - Sleman, DIY

Question Maker Competition Event of LSM XXV   Dec 2015 - Feb 2016
Mathematics student association (HIMATIKA UNY) - Sleman, DIY

ADDITIONAL INFORMATION

Certification
- Data Science Python Track - Dicoding (2019)
- Python Advanced Track - Sanbercode(2019)
- Laravel - Web Development - Sanbercode(2019)
- Agile Development - Sanbercode(2019)
- Front-End Web Developer Expert Track - Dicoding (2020)
- Cloud Computing AWS Track - Dicoding (2020)
- Data Science & ML with Python - Babastudio (2020)
- Data Analyst SQL, Python Track - DQLAB (2020)
- QGIS - ArcGis Track - Geosoftware Community
- CCNA Cyber Operation - CISCO Network Academy (2021)
- Google Data Analytics - Coursera(2022)
- Data Fellowship Batch 8 - Data Engineer - IYKRA (2023)
- Remote Work Simulation - Campaign.com (2023)
- Machine Learning Terapan - Dicoding (2023)
- Machine Learning Operations - Dicoding (2023)
- SAP Cloud Analytics - SAP Indonesia (2023)
- Google Cloud Engineer - Dicoding (2023)
- Google Cloud Architect - Dicoding (2023)
- Assosiate Data Scientist - LSP Informatika (2023)
- Robot Process Automation Developer - Digitalent PRO Academy (2023)

Project
Github : https://mzfuadi97.github.io/
Portofolio : https://bit.ly/3w7UKmI