

NOAMAN HAKIM

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PROFILE

Computer Science graduate transitioning into data and business analytics, currently pursuing an MSc in Business Analytics at UCD Smurfit (Sept 2026). Builds on a technical foundation in Python, SQL and cloud infrastructure, developed further through applied coursework in Pandas, data visualisation and dashboarding. Professional experience at Amazon and Teleperformance involved investigating case and transaction data, identifying irregular patterns, and making evidence-based decisions under performance and quality targets — skills directly transferable to analytics case work. Seeking analytics, consulting and business analyst opportunities in Dublin.

EDUCATION

University College Dublin — Michael Smurfit Graduate Business School

Dublin, Ireland

MSc Business Analytics | September 2026 – Present

Guru Nanak Khalsa College of Arts, Science & Commerce

Mumbai, India

BSc Computer Science | August 2022 – May 2025 | Final GPA: 9.3/10 (Distinction)

WORK EXPERIENCE

VCS Associate, Concession Abuse Prevention (CAP) — Amazon

February 2026 – August 2026

- Analysed transaction and refund activity across customer accounts to detect anomalous or irregular patterns, applying structured investigative criteria to reach case-level decisions.
- Investigated cases using Amazon's internal data and case-management systems, cross-referencing account history to assess risk and determine appropriate resolutions.
- Consistently met performance and quality targets while independently managing a high volume of cases in a remote, deadline-driven environment.
- Applied attention to detail and sound judgement when interpreting customer history data, balancing accuracy with case-resolution speed within structured policy guidelines.

Senior Customer Service Associate / Subject Matter Expert (Airbnb) — Teleperformance

May 2025 – October 2025

- Resolved a wide range of customer queries and issues for Airbnb customers globally across voice, chat and email channels.
- Ranked among the top performers on the floor for service quality and productivity, receiving formal recognition for consistent performance.
- Selected as Subject Matter Expert shortly after onboarding, supporting colleagues with process guidance and complex case queries.
- Handled complex and sensitive customer situations professionally, collaborating with internal support functions to improve overall customer experience.

PROJECTS

XO Labs — Cloud-Native Collaboration Platform

- Developed a cloud-native three-tier web application inspired by modern collaboration platforms, incorporating authentication, real-time communication and scalable cloud infrastructure.
- Worked extensively with AWS services, Docker, Kubernetes, CloudFormation and GitHub Actions to build and automate the application infrastructure.

NoaVault — Secure File Management Platform

- Built a full-stack secure file management application using Next.js, React, TypeScript, Appwrite and Tailwind CSS.
- Implemented authentication, file management, uploads, sharing, search and storage-related functionality.

SKILLS

Data & Analytics: Python (Pandas, NumPy, Matplotlib, Seaborn), SQL, Data Visualisation, Excel (Advanced)

Technical: JavaScript, AWS, Git/GitHub, Docker, Kubernetes, Linux

Professional: Case Investigation, Problem Solving, Complaint Resolution, Communication, Teamwork, Working Independently, Time Management

CERTIFICATIONS

- Python for Data Science
- SQL Server
- Advanced Excel
- Data Structures & Algorithms (Python + JavaScript)
- Introduction to Cloud Computing on AWS
- Advanced Kubernetes/AKS Network & Infrastructure
- C Programming