

## SALMA ALZYOD

MBA, B.S. Engineering

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Non- Sponsored EAD (Granted Asylum)

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### CAREER SUMMARY

Skilled data analyst, admin assistant and team player that can identify and resolve strategic and tactical business issues with pertinent data analysis. Expertise includes

- Data analysis for strategic planning.
- Worked in multiple countries with cross-cultural teams.
- Patterns and trend identification.
- Data processing and management.
- Data quality assessment.
- Worked in B2B and U.S. government environments.
- Management assistant.
- Programs coordinator & facilitator.
- Operations/ logistics

### PROFESSIONAL EXPERIENCE

#### Taxi Driver

August 2019-Present 2019

**ZTrip**, Fort Collins, CO

#### Kitchen Prep

June 2019-August 2019

**DC Oakes Brewhouse & Eatery**, Fort Collins, CO

Worked with kitchen staff on preparing cooking ingredients, simple dishes (pantry), maintaining a clean and orderly kitchen.

#### Business Development Associate

September 2017-September 2018

**FCT Assembly**, Fort Collins, CO

Worked with business owners to monitor and improve business aspects through comprehensive data collection, processing and trend analysis.

- Collected and analyzed data for **FCT Solder (subsidiary)**. Provided reports to top management which impacted company decision making.
- Implemented KPI reports for **A-Laser (subsidiary)** based on data studies for customer service and account managers.
- Worked with external and internal resources at **A-Laser (subsidiary)** to develop key website metrics through data processing like traffic, SEO, and content.
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**Data Analyst**

April 2015- August 2017

**Department of State, American Embassy-Amman, Jordan**

Processed and analyzed data. Assisting management on various operational levels. Provided monthly, quarterly and annual reports to the division head. Earned “*Exceptional Performance*” Honor Award.

- Improved data analysis process by convincing management to implement more stringent data collection which led to more efficient reporting and strategic decision making.
- Translated local slang into professional English.
- Provided admin assisting support tasks in logistics, coordinating meetings, presentations preparation, travels arrangements.
- Created standardized data collection criteria.
- Prepared training material for 13 report writers in multiple languages.

**Customer Service Supervisor**

January 2012-February 2014

**A-Laser, A division of FCT Assembly, Milpitas, CA**

Managed a team of two agents to achieve business objectives. Provided top management with the data necessary for strategic decision making.

- Processed all customized customer orders and requests which required interaction with purchasing, external suppliers, and production to achieve on time delivery.
- Achieved with the team a high profit growth by implementing new customer relationship management techniques which increased the number of orders from existing customers and new leads.

**CAD Engineer & Customer Service Agent**

January 2009-December 2011

**A-Laser, A division of FCT Assembly, Milpitas, CA**

Worked with a team of CAD engineers and Account Managers in a blended position to provide technical and satisfying service to customers.

- Increased customer satisfaction by providing technical service and order tracking information directly over the phone.
- Used CAD software to improve the level of technical processing for incoming orders.
- Trained other team members on using CAD software.

**EDUCATION**

- MBA, Quality Management, German Jordanian University, Jordan (U.S.A Accredited)
- B.S., Electrical & Computer Engineering, Hashemite University, Jordan (U.S.A Accredited)

**PROFESSIONAL CERTIFICATE**

- Green Belt- Six Sigma (2016)

**KNOWLEDGE & PROFICIENCIES**

- Minitab
- SPSS
- MS Excel (Trend/Data Analysis tools and features)

**INTERESTS**

- Reading, Drawing, Technology, Continuous Improvement, Human & Animal rights
- Sports: Biking, Hiking, Jogging, Swimming, Yoga, Ping-Pong \