

# Adeeb Rashid Yaqub

## Marketing Research Analyst

Motivated, teamwork-oriented, and responsible Research Analyst with experience in increasing comprehension of reports and presentations by the average professional. Highly experienced in resolving problems and building a strong trust in customers. Biligual in English and Hindi, with an intermediate understanding of Arabic.

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📍 Doha, Qatar

## WORK EXPERIENCE

### Marketing Research Analyst

Starlink (Ooredoo)

04/2018 – Present

Doha, Qatar

#### Achievements/Tasks

- Identified, analyzed, and executed new and potential products, services, markets and advertising opportunities.
- Collected and analyzed data on established and prospective customers, competitors, and marketing channels and sources.
- Monitored customer service calls using speech log for trends and patterns to improve customer service.
- Prepared reports that interpret consumer behaviour, market opportunities and conditions, marketing results and sales trends.
- Gathering data output from CRM, CAM and LMS systems to monitor stock and consumer buying trends.
- Monthly branch surveys to compile checklists of devices for determining potential sales.

### Customer Care Representative

Starlink (Ooredoo)

09/2016 – 04/2018

Doha, Qatar

#### Achievements/Tasks

- First point of contact to handle and resolve customer queries in Starlink - Ooredoo outlets in a professional manner.
- Resolved customer problems and complaints by clarifying the issue, explaining the best solution according to workflows.
- Built trust in brand by responding efficiently and helpfully to customer needs, 98 per cent customer satisfaction rate.
- Supported customers in understanding and resolving their billing queries.
- Kept accurate records of customer interactions using speech log and Aspect systems.

## EDUCATION

### CBSE Higher Secondary Education

Birla Public School, Doha

2019

Doha, Qatar

## SKILLS AND COMPETENCIES

Clear Communication

Negotiation

Conflict Resolution

Teamwork

Database Maintenance

Time Management

Results Oriented

Proactive

Analytical Thinker

## TECHNICAL SKILLS

### Computer Database Management

Siebel CRM, Loyalty Management System (LMS)

### Telephone Systems

Speech Log, Aspect, Minsat

### Soft Skills

Microsoft Office (Word, Excel, Powerpoint, Outlook)

## ACHIEVEMENTS

- Represented school at CBSE Inter School Cluster (Volleyball) (2012). (2012)

- Represented school at School Olympics Games (Football and Volleyball). (2014)

- Won 2nd prize at school Cultural Dance Programme. (2015)

## LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Full Professional Proficiency

Arabic

Limited Working Proficiency