

# Bahram Muzaffarli

Data Analyst / IT Business Analyst

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Baku, Azerbaijan

## Summary

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IT Business Analyst with a Master's degree in **Advanced Analytics – Big Data** and strong hands-on experience in **data analytics** across academic and professional projects. Experienced in data extraction, visualization, and statistical analysis using Python, SQL, and R. Background in academic and professional data projects in Poland with a strong understanding of data-driven decision-making. Passionate about uncovering insights and improving business outcomes through analytical and evidence-based approaches.

## Work experience

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### IT Business Analyst

*Agile Solutions, Baku, Azerbaijan*

*21.04.2025 - Present*

- Work with CRM, Contact Center, and cloud-based dialer systems used by local and enterprise-level clients.
- Analysing system performance, gathering business requirements, and ensuring effective use of the OmniCloud platform to optimize customer communication and operational efficiency.
- Collaborate with development teams to optimize call flow, IVR, and telephony integrations using data-driven insights.

### CTDI

*Junior Data Analyst, Warsaw, Poland*

*25.11.2024-03.01.2025*

- Collected, cleaned, and validated large datasets from multiple sources to ensure data integrity and readiness for analysis.
- Utilized SQL and Python to perform exploratory data analysis, identify trends, and generate actionable insights.
- Designed and maintained dashboards and visualizations using tools like Excel and Power BI to support decision-making processes.

### Loan Applications Administrator

*Kontakt Home, Baku, Azerbaijan*

*11.03.2019 – 21.10.2022*

- Analysed customer employment data and credit histories, delivering clear, data-driven reports to creditors for decision-making.
- Developed and managed product entries within the database, ensuring high accuracy and easy retrieval of information.

### IT Help Desk Intern

*Optima, Baku, Azerbaijan*

*15.08.2018 – 11.03.2019*

- Conducted installations and made necessary adjustments to hardware, software, and peripherals to ensure smooth operation.
- Set up user accounts, managed password resets, and managed server access configurations for enhanced system security.
- Provided technical support to end users by diagnosing and resolving hardware, software, and network issues.

# Education

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## Master's in Big Data – Advanced Analytics

Warsaw School of Economics, Poland

2022-2025

## Bachelor's in Automation Engineering

Azerbaijan State Oil and Industry University, Azerbaijan

2018-2022

# Certifications

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- **SAS Certified Big Data Professional Using SAS 9**  
**SAS & Warsaw School of Economics**  
*Gained advanced knowledge in data manipulation, statistical analysis, and predictive modeling using SAS tools. Demonstrated expertise in data management and big data analytics workflows.*
- **Introduction to DataFrames.jl**  
**Julia Academy**  
*Learned data handling, transformation, and analysis techniques using the DataFrames.jl package in Julia for efficient analytical workflow.*
- **Sabah Groups Program**  
**Azerbaijan Science and Education Ministry**  
*Selected participant in a national academic excellence program promoting innovation, leadership, and interdisciplinary education.*
- **IELTS**  
**British Council**  
*Completed English language proficiency training with focus on academic and professional communication.*
- **Volunteer**  
**UEFA & AFFA**  
*Contributed to organizational support and logistics during international football events, enhancing teamwork and communication skills in high-pressure environments.*

# Skills

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## Software & Tools

Python, R, MS Excel, SQL, Tableau, Power BI, PostgreSQL

## Soft Skills

Adaptability, Time Management, Critical Thinking

## Languages

Azerbaijani (Native), English (Fluent), Russian (Intermediate)