

# Pouria Pazhouhesh

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Business Information Technology Management graduate with experience in business analysis and operations. Led process automation research that reduced manual data entry by 60% within 4 months. Skilled at delivering reporting solutions for management and finance, translating complex needs into practical, low-cost technical results for stakeholders.

## SKILLS

**PROFESSIONAL SKILLS:** Automation Research & Prototyping, Automation Tools, Business Requirements Gathering, Dashboard Development, Data Analysis & Reporting (Excel – Advanced), Data Cleaning & Validation, Data Visualization, Microsoft Office, Power BI, PowerPoint, Process Mapping, SQL (Basic Queries & Joins), Stakeholder Communication, Technical Documentation, Workflow Analysis

## WORK EXPERIENCE

### Business Analyst

#### Cooks for Hire

Vancouver – 04/2025 – 06/2025

- Led a 10-week project from process discovery to solution delivery, including documentation and end-user training within 10 weeks.
- Reduced manual data entry by 60% within 10 weeks by analyzing workflows and implementing Zoho Forms with automation tools.
- Compared and presented 3 software options with cost-benefit analysis in 4 weeks, supporting informed budgeting decisions.
- Built Excel-based tracking tools that reduced reporting effort by 30% within the co-op term using Zapier and Make.com.
- Presented technical solutions to non-technical business owners in 2025, ensuring clear adoption of new systems.

### Technical Support Specialist

#### Mashhad International School

Mashhad – 09/2017 – 07/2023

- Managed and resolved over 50 technical support tickets monthly, achieving an average customer satisfaction rating of 90% in 2022.
- Led team-focused IT training in 2021 to improve staff digital literacy and reduce reliance on technical support for minor issues.
- Developed and maintained complex spreadsheets for data management and reporting within the academic year, improving data accuracy and accessibility.
- Produced monthly operational and financial reports used by accounting, administration, and management teams

### Curriculum Developer & Trainer

#### Mashhad International School

Mashhad – 06/2017 – 09/2017

- Designed and delivered a summer computer science bootcamp in 2017, creating lesson plans, schedules, and assessments for secondary-level students.
- Optimized use of limited classroom technology within the program, increasing device availability by 25% during the summer term.

## EDUCATION

**Diploma Business Information Technology Management** – BCIT

Canada – 09/2023 – 06/2025

**Master's degree in Control Engineering** – Sadjad University of Technology

Iran – 09/2016 – 07/2018

**Bachelor's degree in Electrical Power Engineering** – Azad University

Iran – 09/2010 – 06/2015

## CERTIFICATIONS

### **Business Intelligence (BI) Essentials**

IBM

01/2026 - Present

### **Foundations of Data Science**

Google

01/2026 - Present